



Honest, Enthusiastic & Hardworking
JCB Finance Ltd is a specialist asset finance company with
portfolio balances exceeding £1 billion

We are recruiting for a **Customer First Centre Co-ordinator** based at JCB's World Headquarters in Rocester, Staffordshire.

Pay & Benefits:

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| <ul style="list-style-type: none">• Competitive basic salary• Discretionary bonus scheme• 37.50 hour per week, 5 days – Mondays to Fridays• 25 days holiday per annum plus Bank Holidays (and up to 5 service days after eligibility) | <ul style="list-style-type: none">• Pension scheme (employer contribution - 15%)• Subsidised private healthcare scheme• Employee loan schemes (after eligibility)• On-site gym and dental scheme |
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Qualifications & Experience:

- Minimum Grade C in GCSE English and Maths, or equivalent.
- Experience in a customer service role ideally within the financial services, construction, agricultural or plant hire sectors.
- Knowledge of hire purchase and lease would be an advantage.

Responsibilities include:-

- telephone interaction with customers, the company's field-based finance sales team and JCB dealer sales personnel;
- responding effectively to enquiries to assist in maximising product sales;
- developing and maintain customer and dealer sales relationships;
- administration, compliance with regulation, company policy and procedures;

Skills, qualities and attributes:-

- team worker who is self-motivated;
- excellent phone technique and customer service;
- can-do approach, tenacious, confident;
- ability to work effectively with minimal supervision;
- awareness of Anti-Money Laundering, Data Protection Act, Fraud Awareness, Consumer Credit Act, Know Your Customer due diligence, Treating Customers Fairly (training will be provided).

To apply please visit www.jcb-finance.com to download our application form. Please use our secure on-line portal to return completed forms. Alternatively please post to Human Resources, JCB Finance Ltd, The Mill, High Street, Rocester, Staffordshire, ST14 5JW. Closing date: Friday 23 August 2019.

Important: Please note that the employing entity for this role is JCB Finance Ltd.

Employment is subject to satisfactory pre-employment checks including references, Credit Reference Agency and Basic Disclosure check (DBS) and qualifications.

JCB Finance Ltd is authorised and regulated by the Financial Conduct Authority (Firm reference number: 708332)