



JCB Finance Ltd is a specialist asset finance company with portfolio balances exceeding £1 Billion

Honest, Enthusiastic & Hardworking

We are recruiting for a Customer Services Co-ordinator to work at our office in Rocester, Staffordshire (opposite JCB's World HQ).

Job function

- Support the company's default and collections activity
- Support our customers, the collections team and other departments
- Respond to payment and account queries from internal and external stakeholders

Job Description

- General administration, issuing reports and updating databases.
- Issuing assignment documentation, statements and rescheduled agreements.
- Ensuring the collection of payments, including maintenance of direct debits.
- Administration relating to defaults, insolvencies, bad debt, invoicing and lease disposal.
- Provide settlement and end of agreement termination figures.
- Managing customer enquiries and complaints.

Skills, Qualifications & Experience

- Team worker, good communicator
- Good administrator with customer facing experience (phone & e-mail), proficient in Word, Excel and Outlook
- Numerate, literate, accurate and thorough, with good organisation and time-management skills.
- Awareness of the Consumer Credit Act and other financial services Regulation would be advantageous, but training will be provided.
- GCSE (or equivalent) grade C/5 minimum in English and maths.

Must be eligible to work in the UK. Due to our rural location this role would suit candidates who can drive and have access to a vehicle. Closing date: Friday 22 November 2019.

Excellent Pay & Benefits

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| <ul style="list-style-type: none">• Competitive salary.• Discretionary bonus• 37.50 hours per week, 5 days – Mondays to Fridays.• 25 days holiday per annum plus Bank Holidays.• Up to 5 service days (eligibility criteria apply) | <ul style="list-style-type: none">• Excellent Pension scheme (employer contribution - 15%)• Private healthcare scheme• Private dental scheme• Gym facilities & membership• Employee loan schemes |
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To apply please visit www.jcb-finance.com/careers, please download an application form and return to humanresources@jcb-finance.co.uk or by post to Human Resources, JCB Finance Ltd, The Mill, High Street, Rocester, Staffordshire, ST14 5JW.

Employment is conditional upon satisfactory pre-employment checks including references, Credit Reference Agency and Basic Disclosure check (DBS), Drug & Alcohol screening, and qualifications.