



Job Title:	Onboarding Agent	Job Category:	Administrative Support
Department/Group:	RMC	Job Code/ Req#:	001
Location:	Kirkintilloch, Glasgow	Travel Required:	No
Level/Salary Range:	£18,000 - £25,000 (D.O.E)	Position Type:	Full Time

ABOUT US

Reject My® Car started in 2019, helping consumers who had purchased faulty cars, motorhomes, vans and motorbikes.

To date we have helped over 600 consumers reject their vehicle and receive a refund.

We work with some of the best solicitors, Advocates and engineers to give each and every Client the best chance of success.

Feared by car dealers and loved by our Clients, we are expanding our operation to help more consumers than ever exercise their rights.

JOB DESCRIPTION

We are recruiting an Onboarding Agent who will be the first point of contact when engaging with new Clients of Reject®, giving them the assistance required and upholding an exceptional standard of Client engagement throughout all communications.

Using Microsoft Office and Adobe tools, you will be responsible for efficiently collating Clients documents to create a Client File. This will ensure paperwork has been prepared to the highest standard ready for the claim to begin.

As the role involves high levels of Client contact, you must be confident and articulate in all forms of communication such as telephone, email, WhatsApp, Messenger and Direct Message, and have the ability to switch between different modes quickly and efficiently to suit the Clients preferred method of contact.

ESSENTIAL SKILLS

- IT literate with a good working knowledge of Microsoft Office and Adobe.
- Exceptionally organised.
- Keen eye for attention to detail.
- Ability to perform to critical deadlines.
- Ability to maintain continuity and confidentiality between Client files at all times.
- Customer service background or previously held a customer facing role, where quality of service and customer delight was the target outcome.
- A 'can do' attitude with a willingness to help

NICE TO HAVE (BUT NOT ESSENTIAL)

- Motor trade experience in administration, sales support, service support or customer support.
- An understanding of basic FCA regulated activities.

QUALIFICATIONS AND EDUCATIONAL REQUIREMENTS

- You will be educated to Standard Grade Level or above.

BENEFITS

*Any benefits – holiday entitlement / pension / life assurance

- Training will be given to help you excel within the role.
- You will receive 30 days holiday per annum (inclusive of public holidays).
- If eligible, you will be auto-enrolled in our Company pension scheme after 3 months service.
- Working hours – 9am – 5pm
- This role is office-based.
- Free parking on-site.

HOW DO I APPLY?

Please send a copy of your CV (and cover letter) by email to ian@rejectmycar.com

APPLICATION DEADLINE:

If you wish to apply for this vacancy, please ensure you apply by 31st May 2022. We anticipate holding interviews for this role between 6th March and 10th June 2022.

If you require any reasonable adjustments during any part of the application process, please let us know so we can discuss and arrange these by email.