



Job Title: Case Manager

Location: Kings Hill, Kent

Department: Customer Operations

Do you have prior experience in handling complex customer accounts? Are you organised, driven and able to take on challenging cases? If so read on, as an exciting opportunity has arisen for Case Managers to join our busy call centre in Kings Hill.

We have a large call centre of Customer Consultants working with our customers everyday to tailor affordable repayment plans and help them become debt free. We are now looking for Case Managers with experience in dealing with more complex cases to join our Customer Operations department.

The role of Case Manager is an exciting new role in the business and has been developed to help us deliver our company mission "Financial Recovery - Helping Each and Every Customer". As a Case Manager, you will be delivering a superior service to our customers, working with other departments and stakeholders in the business to manage more challenging, complex customer accounts.

You would be required to work 40 hours per week between the hours of 8:00-20:00 plus 1 in 3 Saturday mornings.

Key responsibilities include:

- Handling complex accounts through a combination of specific worklists and tailored dialing activity - a complex account could be a high value customer, a resolved complaint / dispute account or a high asset forensic accounts
- Ensuring that the Cabot internal system is updated accurately with details of the customer conversations and agreements
- Connecting all customer operations departments to the customer through high standard design and delivery

The ideal candidate will:

- Have experience within an FCA regulated environment
- Be able to work alone towards deadlines
- Have strong communication skills
- Be very confident in Stakeholder management
- Have experience in dealing with varying types of customers and complex cases

We pride ourselves on our fair and ethical approach and helping each and every customer on their road to financial recovery, so if you are a highly organised and experienced customer service professional, who enjoys solving problems and would like to make a real difference to the customers you interact with, then this could be the role for you.

Disclaimer -The above statements are intended to describe the general nature and level of work being performed by people assigned to this role. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed to meet the ongoing needs of the organisation.



What can we offer you?

We are offering a competitive salary of £25,000 plus opportunity to earn up to 25% of salary in monthly bonus payments and fantastic benefits, such as gym membership subsidy, healthcare cash back plan, onsite massages, travel insurance and much more.

If you believe this could be the ideal opportunity for you, then please apply now!

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