



**My Job**

**CUSTOMER  
CONTACT  
ADVISOR**



# My Job – Customer Contact Advisor

**I report to:** Customer Contact Manager

**My job is:** To deliver the company's Purpose and Principles by ensuring that I deliver the best customer experience at every opportunity. I treat customers fairly and always act in their best interests. I deal with MCE customers queries, questions and expressions of dissatisfaction by telephone, post and e-mail and ensure that each customer's experience of MCE is enhanced by my dealings with them.

## What I have to do:

### 'Smiles better people'

- Complete relevant training when scheduled to do so
- Support new starters with their development

### 'Smiles better solutions'

- Feedback ideas and solutions to my Manager on existing business processes in order to improve the customer's experience

### 'Smiles better service'

- Deal with customer queries, questions and expressions of dissatisfaction via the telephone
- Deal with customer and insurer queries sent via post and e-mail
- Treat customers fairly and always act in their best interests
- Deal with customers at the counter when required

### 'Smiles better communication'

- Liaise with other MCE departments to resolve client queries
- Liaise with business partners to resolve and action queries

### 'Smiles better success'

- Assist the Customer Contact department in achieving daily targets



**The behaviours I demonstrate are:**

- Organisational skills
- Attention to detail
- Simple and relevant two way communication
- Prioritisation skills
- Time Management skills
- Team working
- Willing to learn more

**I know I've done a great job if:**

- My personal schedule of work is cleared on a daily basis
- Daily targets are achieved for the department
- All my personal scheduled training is completed on time
- All communication with customers is timely and relevant
- All telephone communication with MCE customers is delivered in a friendly and professional manner
- Feedback from my team and MCE customers on my performance is positive
- Daily, weekly and monthly departmental targets are achieved





**Smiles better!**

## **OUR PURPOSE**

To be the **Number one** provider of motorcycle insurance by delivering the **best customer experience** at every opportunity.

## **OUR PRINCIPLES**

### **Smiles Better People**

- Attract, develop and retain talent so our people's growth matches the company's.
- Continuous training and mentoring to encourage individual achievement and career progression.

### **Smiles Better Solutions**

- Design and implement innovative insurance solutions to meet the needs of our customer.
- Continuous review and development of business processes and systems to deliver user-friendly efficiencies.

### **Smiles Better Service**

- Treat customers fairly and always act in their best interests.
- Be proactive to customers requirements.

### **Smiles Better Communication**

- Simple, regular and relevant two way communication with MCE people, business partners and customers.

### **Smiles Better Success**

- MCE people to achieve and celebrate our community, customer and financial goals, including those of our business partners.

**mce**  
insurance