



Customer Services Specialist

Job description

At QDM, our mission revolves around providing individuals with secure, transparent, and affordable loans. We are committed to great customer outcomes.

We blend data analytics, credit file insights, and the personal touch of a human underwriter on every funded loan.

In Customer Services, we support our customers without scripts or diallers, and we'll never charge our customers late fees or default interest if they fall into difficulty.

We have built a culture of collaboration and teamwork, and we encourage promotion from within, ensuring a better business for all. Join us and be a part of a growing team that has one of the lowest upheld rates and best repayment rates in the industry.

Successful candidates will initially complete a robust 4-week onboarding process and engage with the wider business to understand that Customer Service process.

The Role

We are looking for the next generation of customer services specialists to join one of the most important departments at QDM.

The role is focused on supporting our existing customers with a wide range of queries & payment plan support. You will engage directly with our customers through multiple different channels and manage customer relationships through our easy-to-use Salesforce CRM.

The right candidate will be someone who wants to make a difference to people, you are good at listening and won't feel the need to pass judgment. You will be comfortable offering solutions and being proactive doing your best to find the best outcome to our customer - understanding that we can always at QDM go the extra mile to help our, sometimes, vulnerable customers.

You will be expected to discuss sensitive customer issues, confidently manage customer expectations, and provide positive outcomes wherever possible.

Skills & Experience

- Strong communication skills both verbal and written.
- Good organisational skills and happy multi-tasking
- Good attention to detail
- Great listening skills
- Positive attitude, strong sense of pride in your work, and happy to be part of a team.
- Good IT skills
- Financial services background, ideally in the sub prime sector

Desirable

- Experience dealing with vulnerable customers
- Call centre experience.
- Salesforce background

Benefits

- 28 days annual leave (inc Bank/Public Holidays), with an additional day per year of service (capped)
- Annual bonus based on personal and company performance.
- Games and breakout room
- Modern city centre offices near tram/bus stops/car parks
- Eyecare scheme
- Casual dress
- Company pension
- Employee Assistance Programme

Here at QuidMarket, we offer an innovative, creative and growth driven environment where we empower our team with the ongoing aim for longevity. We're a family.

Find out more about the work we do and opportunities we have on our website:

<https://www.quidmarketcareers.com/>

Job Types: Full-time, Permanent

Salary: £24,000.00 per year, + bonus

Schedule:

- Monday to Saturday
- Weekend availability.

Work Location: Office based role.