



Customer Services Administrator

Competitive Salary - Depending on experience

Arkle Finance are looking to recruit a Customer Services Administrator to work within the Customer Service Team. The main purpose of your role is to assist the effective administration of all direct debits and other banking transactions as required. Pass information to relevant departments for further action and to follow through as necessary.

Key Responsibilities:

- Resolve any queries
- Answer the telephone and respond to emails according to Arkle Policies and procedures
- Ensure the effective processing/scanning of all banking transactions including reconciliation.
- Active involvement with the End of Lease processes (EOL).
- Send out relevant letters including (not limited to) arrears, default, termination EOL letters.
- Carry out searches using various reference agencies and update as required.
- Process direct debit instruction and payment files.
- Produce VAT statements and copy documents for individual customers as/when required.
- Open a line of communication with new customers in customer support calls.
- Maintain working relationships with brokers.
- Update the procedures manual as and when required.
- Liaise with external agents and send relevant files to keep updated
- Updating and managing databases

We are looking for someone who is highly numerate, with excellent communication skills both written and verbal and has strong negotiating skills. You will be a confident individual who is able to work in a fast-paced environment with accuracy and precision. A knowledge of accounts/credit control are desirable for this role based in our Wellingborough office.

To apply please send a CV and covering letter to bankhr@weatherbys.co.uk

Arkle Finance upholds the principles of equality and diversity and actively promotes opportunity for all employees, both current and prospective.