



Job title	Customer Support
Reports to	Administration Manager
Salary	£18,000 - £21,000 (depending on experience)
Location	County Gates, Ashton Road, Bristol, BS32JH

### **About Us:**

Global Vans are one of the market leaders in online van leasing dealing with thousands of customers every year. With a rapidly expanding business, we are changing the traditional office environment, encouraging a fun, vibrant and energetic place to work. If you are looking to work in a fast paced business with a dynamic culture that rewards success, Global Vans may be right for you!

### **Role:**

As a member of the Customer Support team, you will be responsible for thousands of customers and any vehicle issues they may experience during their contract. You will be expected to be friendly and helpful at all times and manage your customer experience to the highest standard.

On many occasions, you will be the go-between with a customer and a manufacturer and will need to organise realistic solutions with the most minimal impact to the customer.

### **Duties:**

Your main responsibilities include but are not limited to:

1. Upkeep of vehicle V5 filing and taxing.
2. Dealing with aftersales warranty queries, escalating issues via the dealers as necessary.
3. Help customers with any issues or queries they may have during the life of their vehicle contract.

### **Desirable:**

- Previous experience in customer services / dealer service department.
- Previous administrative experience in Microsoft packages.
- Able to work under pressure and meet deadlines whilst prioritising your workload.
- Excellent communication skills both written and verbal.