

Job Title: Customer Support Consultant – BMW i Vehicles	Business Unit: BMW - Slough	Reports to: Team Manager
<p>The role of the BMW i Customer Support Consultant is to act as an ambassador for the BMW i vehicle range, promoting products and providing customers with the most memorable and unique “sales support” experience. Supporting customers via phone, email, web chat and back office activities, the role is paramount to ensuring that they are provided with an exceptional level of service during every interaction.</p>		
<p>Role Definitions</p>		
<p>Primary Accountabilities and Deliverables:</p>	<p>Qualifications and Experience:</p>	
<ul style="list-style-type: none"> • Provide help desk and sales support to customers who are interested in purchasing a BMW i vehicle, predominantly via inbound and outbound calls but also via emails, webchat and mail. • Continually develop an extensive and in depth knowledge of the BMW i Products and associated Services to answer Customer sales queries. • Provide extensive and in depth BMW i Products and Service knowledge when speaking with the customer to generate leads for the Retailer network. • Act as a brand ambassador with the utmost integrity to guide, advise and nurture the customer towards buying a car, building a comprehensive understanding of their requirements, setting customers' expectations around suitability of the vehicle for their driving needs and overcoming any potential purchasing barriers or objections. • Support the customer through the end to end sales journey, providing them with appropriate information dependant on where they are within the sales funnel. • Guide the customer of the next steps within their sales journey and informing them of the processes that may happen at the Retailer facility e.g. test drive. • Hand over all relevant contact and sales information to the Sales Advisor (Retailer), when appropriate, ensuring that all correspondence and communication with BMW Retailers and other departments are professionally completed with accurate customer data that ensures it can be used to enhance the customer’s purchase experience. • To prevent customer complaints by ensuring that they are dealt with at the first point of contact in an effective manner, capturing all appropriate details. • Follow internal policies and processes to ensure that any administration tasks are completed appropriately. • Develop and maintain an in-depth level of knowledge around the brand, products, processes, policies and systems to ensure all of the role’s responsibilities can be carried out. 	<ul style="list-style-type: none"> • Extensive experience in communicating with a high volume of premium customers to deliver an outstanding service, ideally in a contact centre via a variety of channels i.e. telephone, social media, posts, text chat. • Extensive experience of organising and co-ordinating tasks; in a high volume, highly detailed, deadline-oriented environment. • Have enthusiasm or a high affinity for premium cars and a demonstrable understanding of the automotive sales industry. • Flexible in working hours, in order to meet the needs of the organisation. • Minimum of 5 GCSEs grade A-C including Maths and English language. 	

Key Measures:	Key Skills:
<ul style="list-style-type: none"> • Delivering Customer Satisfaction. • High quality scores. • Achievement of Key Performance Indicators. • Accuracy of work. • Retention of customers through proactive and professional service. 	<p>Essential:</p> <ul style="list-style-type: none"> • Written Communication. • Telephony Skills. • Numerical Understanding. • High Volume Output. • MS Office Knowledge. • Computer Literacy. • Organisational Skills. • Interpersonal Skills. • Negotiation Skills. • Verbal Skills. • Questioning Skills. • Ability to Multi Skill. • Complaint Handling Techniques. <p>Desirable:</p> <ul style="list-style-type: none"> • Data Protection Awareness. • Anti-Money Laundering Awareness. • FCA Awareness. • Knowledge of the Consumer Credit Act.
<p>It is the company's intention that this job description is seen as a guide to the main areas and duties of the role. This job description is non-contractual and the details may vary in accordance with the needs of the business.</p>	