



## Job Description – Customer Advisor (OICL)

Department	Customer Operations
Grade	7
Reporting to	Customer Operations Team Leader
Direct reports (yes or no)	No
WTW Code	AMS020-U307

### Job Purpose

As a Customer Advisor, you will provide efficient and appropriate responses to customers and other business partners, handling enquiries in a helpful, proactive, and professional manner. The role may also involve undertaking other reasonable tasks across the wider Customer Operations function to support team collaboration, enhance efficiency, and deliver exceptional customer experiences.

### Key accountabilities

- Comprehensive knowledge of the end to end claim journey, Pre-action Protocol, Practice Directions 27B and Official Injury Claim processes to enable First Contact Resolution and excellent customer service at all times.
- Answer incoming calls and manage customer interactions in a polite, professional, and appropriate manner, in line with operating procedures.
- Respond to customer queries across multiple channels, including telephone, email, webchat, and postal correspondence.
- Effectively deal with first level complaints across multiple channels, including telephone, email, webchat, and postal correspondence made by professional users and litigants in person.
- Interpret technical data to log and manage incidents and requests accurately using the ticketing system, ensuring all required information is captured.
- Escalate incident tickets to Technical Support where necessary and monitor progress to resolution.
- Administer registration accounts for industry users such as Compensators, Third Party Administrators and Solicitors/Law Firms.
- Identify vulnerable customers where the online service is unsuitable and complete manual claim journey with a high level of accuracy.

### Key accountabilities

- Effective management of a portfolio of manual claims and supporting customers of differing vulnerabilities.
- Complete investigations to assign claims to the correct compensator.
- Complete compliance checks to re-assign claims to the correct compensator.
- Work in accordance with company policies and procedures.
- Manage interactions for all workstreams within agreed timescales.
- Ensure compliance with all Data Protection requirements.
- Build and maintain effective working relationships with colleagues, visitors, and other contacts.
- Contribute to creating and maintaining a high-performance culture.
- Focus on continuous improvement by identifying opportunities to improve customer experience and efficiency of the overall service.

### Role requirements

- Experience in a customer service role, ideally handling telephone, email, webchat, and postal enquiries in a stakeholder engagement environment.
- A genuine passion for supporting customers and resolving queries.
- Excellent customer service skills, with a professional and friendly approach.
- Proven ability to prioritise workload in line with changing requirements.
- Strong listening and questioning skills, with the ability to extract detailed and relevant information.
- Ability to learn and interpret technical information.
- Strong written and verbal communication skills, with attention to accuracy and clarity.
- Experience in dealing with vulnerable customers is desirable.
- Computer literate, including proficiency in MS Office.
- Effective communication skills, including an excellent telephone manner.
- Ability to use initiative while working within defined procedures.
- Strong team working ability.