

Customer Service Agent

Starting salary: £16 - £20k

Job Type: Full-time (flexible working arrangements may be considered)

About us: mmadigital is a leading customer acquisition business, specialising in digital marketing and claims management business, in the legal and financial services sectors.

Since 2011, mmadigital has been the digital marketing agency of choice for the legal and financial services sectors, working with more than legal and financial partners throughout the UK. We are one of the UK's largest independent marketing collectives, with a reputation for excellence and quality.

Specialist enquiry areas: Injuries & Accidents; Industrial Disease; Clinical Negligence; Family Law; Contested Probate; Housing Disrepair; Employment Law; and Financial Services

Job Location: Didsbury Business Centre, 137 Barlow Moor Rd, Manchester, M20 2PW.

Located in Didsbury, Manchester, we are conveniently located close to the motorway network and within walking distance of the tram and bus stops, meaning we are within easy commuting distance if you live in or around the City of Manchester.

The role: We are seeking to expand our New Enquiries Team to continue our record of success and growth. Successful candidates will manage new claims enquiries ensuring the best possible client journey. Predominantly focused on medical negligence, personal injury related claims, the position will also offer opportunities to develop into other areas of the law and financial services. The role involves;

1. Responding to a consistently high volume of legal and financial enquiries over the phone;
2. Evaluating the issues relating to those enquiries;
3. Identifying the enquiries which meet our strict criteria and introducing those clients to our specialist panel solicitors and financial experts;
4. Involvement in enhancing the customer experience with mmadigital; and
5. In addition to achieving set key performance targets, the successful applicants will ensure that all enquiries are handled in accordance with service level agreements and applicable regulations.

About the successful candidates

PROFESSIONAL EXPERIENCE (DESIRABLE)

- Experience of assessing or handling new enquires within a professional services environment, e.g. claims management or legal services;
- Experience of working in a target-driven and client-focused environment.

SKILLS (ESSENTIAL)

- A commitment to delivering excellent customer service;
- Display excellent listening and communication skills;
- Ability to remain calm and objective under pressure;
- Ability to build rapport and sympathise with clients;
- Be self-motivated, confident and proactive.

SKILLS (DESIRABLE)

- Excellent telephone manner;
- Excellent keyboard / typing skills.

What happens next?

If you're interested in working with us and want to develop your career further in an exciting and rewarding environment, **please apply by emailing a covering letter and CV, telling us what you will bring to this role, to: andy.parkinson@mmadigital.co.uk**