

# Customer Service Executive - Temporary Christmas Positions

mmadigital – Didsbury, Greater Manchester

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## Job Description

We're expanding our contact centre legal services team and are on the look out for amazing candidates with legal services or customer service experience to help handle a large volume of warm customer service enquiries via digital marketing. Legal experience in PI, MN or both claim types would be advantageous but not essential. Especially looking for applicants who speak other languages as well as eastern European languages (Polish Advantageous) If your looking for your first step into a legal services career then apply today to hear more.

**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 many 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 Wealth Management.

**Job Location:** MMADigital, The Old Church, Albert Hill Street, Didsbury Village, M20 6RF.

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 contact centre 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; email, webchat, social media and Facebook
2. Evaluating the issues relating to those enquiries with view to passing the case to one of a large panel of solicitor partners.
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 legal enquires within a professional services environment, e.g. claims management, insurance 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.

### **EMPLOYEE BENEFITS**

- Company Pension.
- Quarterly Bonus scheme.
- Monthly thank you rewards.
- Regular team away days.
- Free fruit and drinks daily.
- Regular CEO business updates away from the office!
- Work from home days (At discretion of the business).
- Modern office working with own desk space.
- Annual performance reviews.

Job Types: Full-time, Part-time

Salary: £9.50 to £10.00 /hour