

# SUPERBIKE FACTORY

Superbike Factory Ltd  
Snape Road | Macclesfield | Cheshire | SK10 2NZ  
Tel: 01625 353012 / Fax: 01625 353002

Job Title: Customer Experience Executive

Department: Customer Experience

Location: Superbike Factory – Macclesfield

Reports To: Customer Experience Manager

Level: Entry Level

Employment Type: Full-time

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## Job Purpose:

The Customer Experience Executive works as part of a team within a call centre environment, delivering exceptional service across all stages of the customer journey.

This role involves the handling of inbound and outbound calls along with emails, responding to customer queries efficiently, and resolving issues with professionalism and care.

The successful candidate will act as a key point of contact for customers, ensuring each interaction builds trust and satisfaction. They will manage customer cases from start to finish while ensuring compliance with GDPR and all relevant company policies and procedures.

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## Key Responsibilities:

1. Customer Journey Ownership:
  - Provide an outstanding customer experience, ensuring that customers receive the highest level of service at every stage of their journey.
2. Multi-Channel Communication:
  - Respond to customer queries and complaints through phone, email, and other channels, ensuring responses are within set Service Level Agreements (SLAs).
3. Customer Satisfaction Enhancement:
  - Actively seek ways to enhance customer interactions, aiming to improve customer satisfaction and loyalty.
4. Problem Solving & Issue Resolution:
  - Take ownership of customer issues, managing them from start to resolution, and ensuring a smooth and timely process.
5. Solution-Focused Mindset:
  - Approach all customer interactions with a solution-driven attitude, showing resilience and determination to resolve issues effectively.
6. Policy & GDPR Understanding:

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- Ensure full compliance with GDPR and company policies when dealing with customer data, understanding the implications on customer interactions.
7. Brand Ambassador:
- Act as a passionate ambassador for SuperBike Factory, promoting the company's values and vision in all customer interactions.
8. Complaint Handling & Training:
- Undertake Regulated Complaints Training to ensure that all regulated complaints are handled effectively and in line with industry standards.

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## Required Skills and Qualifications:

### Education:

- N/A
- Additional training or qualifications in customer service or communications would be beneficial.

### Experience:

- Previous experience working in a call or contact centre environment-based customer service role, preferably handling customer complaints.
- Experience in managing customer relationships and resolving feedback issues effectively.

### Skills and Competencies:

- Communication Skills: Strong verbal and written communication skills, with the ability to convey information clearly and confidently to customers.
  - Problem-Solving Skills: Demonstrated ability to identify customer issues and provide fast, effective solutions in a calm and professional manner.
  - Attention to Detail: High level of attention to detail, ensuring accuracy in responses and record-keeping.
  - Relationship Building: Ability to build and maintain strong relationships with both customers and internal teams.
  - Customer-Centric Mindset: A passion for delivering outstanding customer service, with a proactive approach to exceeding customer expectations.
  - Adaptability: Ability to handle multiple queries and issues simultaneously while staying calm under pressure.
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## Performance Standards:

- Timely and accurate resolution of customer queries, within the agreed Service Level Agreements (SLAs).
  - High levels of customer satisfaction, measured through customer feedback and minimal complaints escalation.
  - Compliance with GDPR and company policies in all customer interactions.
  - Successful completion of Regulated Complaints Training and effective handling of complaint cases.
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## Working Conditions:

- Office-based role at Superbike Factory, Cheshire
  - Working hours will include weekends and evenings, depending on business needs and customer demands.
  - Must be comfortable working in a fast-paced, customer-focused, call centre environment.
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## Key Relationships:

- Internal: Customer Experience Manager, Customer Service Team, Compliance Team, Sales Team
  - External: Customers, External Training Providers (for complaints training), Regulatory Bodies (where required)
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## Career Development Opportunities:

- Opportunities to progress within the Customer Experience team to senior roles or team leadership positions.
  - Further training and development in customer service, complaints management, and compliance within the financial and automotive sectors.
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Note: this job description is not exhaustive, non-contractual and may be added to or changed from time-to-time following discussion and consultation with the post holder and line manager.