



Customer Service Coordinator

LCH is a well-renowned supplier of luxury cars in the UK, delivering the highest standards of vehicle hire. We provide bespoke hire, replacement, and management services for chauffeur and private hire businesses, manufacturers, car dealerships and assistance / insurance companies. We are driven by a passion for fantastic customer service and are looking for a like-minded individual to join our customer service team.

We offer a warm and welcoming environment, flexible shift patterns, and competitive salary & bonuses, alongside other benefits such as pension, cycle to work & EV schemes, free parking and, most importantly, the opportunity to work in a company driven by its values - ownership, empathy, collaboration, improvement, integrity...and smiling!

Our customer service team is so much more than answering calls and following a script, our team are empowered to deliver the best service possible for each and every customer, days are varied, and our close-knit team work in a way that is collaborative and supportive.

Our head office is in Elstree, Hertfordshire and is where the role is based. The Customer Service team operates over 7 days, and we are looking to cover 40 hours per week. A full-time team member typically works 5 shifts Monday – Sunday but exact shift patterns can be discussed, as an inclusive employer we are happy to consider all options.

The starting salary for the role is £26,000.00 per annum increasing to £27,500.00 after successful completion of a probationary period.

We currently provide replacement car services from 7 UK locations, which provide National reach.

Hours: Full time, 40 hours per week

Salary: £26,000.00

Location: Elstree

The main duties and responsibilities of the role are:

- Handling inbound and outbound calls.
- Delivering exceptional customer service at all times.
- Processing new bookings, booking extensions and terminations within required SLA's.
- Handling customer complaints efficiently through to resolution.
- Updating company systems with accuracy, processing rental documentation, and providing reports.
- Offering additional products or solutions to improve customer experience.
- Working closely as a team and providing support to others.

GOING THE EXTRA MILE

Key skills and experience required:

- Proven experience in a customer service environment.
- A passion for customer service and a strong understanding of how to deliver it.
- Proven ability to communicate effectively by phone, email and chat.
- The ability to work under pressure and achieve business KPIs.
- A positive and proactive approach to learning and self-development.
- Excellent communication and organisation skills.
- Excellent computer and typing skills.
- The ability to work and communicate effectively in a team.
- Proven ability to use initiative and prioritise workload.
- Passion to be an ambassador for the LCH brand, positively applying our company values.
- Possessing a drive for improving revenue and business growth.

The interview process:

Shortlisted candidates will be invited to a screening call, after which there will be a 2-stage interview process, attendance at our Elstree office will be required.

Please note we are unable to offer visa sponsorship so all applicants must be eligible to work in the UK.

The package:

- 25 days holiday plus bank holidays
- Auto enrolment in pension scheme
- Annual Profit share scheme
- Additional staff benefits (Enhanced Maternity and Paternity Pay, Electric Car Scheme, Bike to Work Scheme, Buy & Sell Holiday etc).

If you think you could be a great fit for our team and you have experience of delivering high quality service, and finding effective solutions for customers, please apply for this role using the 'Apply' link to submit your CV. The HR team will contact you if you have been shortlisted for interview. Due to the number of applications we receive, we may not be able to respond to all unsuccessful candidates. If you have any questions, please contact us on hr@lchltd.com.



COLLABORATING
FOR CUSTOMERS.



TAKE OWNERSHIP.



ACT WITH
INTEGRITY.



PRACTICE EMPATHY.



ALWAYS IMPROVING.



DON'T FORGET TO
SMILE.

We reserve the right to close this vacancy at any time. We aim respond to all applicants but this may not always be possible.

GOING THE EXTRA MILE