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| **ROLE Title:** | Campaign Case Manager | **DAte:** | March 2025 |
| **GRADE:** | Band 6 | **Business Unit:** | Business Roadside |
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| **Role** | **Need to Do** | **Need To Know** | **Need to Be** |
| **Role Purpose**:  The CRH Campaign Team will be responsible for the delivery of exceptional service to Porsche prospective and existing customers depending on campaign requirements  The team will primarily be an outbound function contacting customers and network to facilitate resolution to any recall, safety issues or pre and post sale activity    To deliver a world class / luxury experience to all customers regardless of cmapaign  To develop effective working relationships within PCGB.  To be a role model for CRH to both internal and external colleagues, demonstrating core business values.  Demonstrating an understanding of PCGB business, facilitating the resolution of complex tasks and cases, whilst managing costs in the most customer centric way  To act and support case manager duties if and when required due to business pressure and focus  **Role:** Based at PCGB Reading  **Role Dimension:**  **Financial:**  Contact Centre : Goodwill budget spend to be within agreed contractual KPI  **Non Financial:**  No direct reports  Achievement of KPI’s and QA requirements  **Reports to:**  CRH Team Manager  **Relationships:**   * Internal: All colleagues within RAC * External: * PCGB Directors * PCGB colleagues and managers * PCGB approved dealerships and staff * PCGB suppliers * PCGB Customers | Outcomes  Delivery of performance to meet/exceed contracted SLA/KPIs including world class VoC scores for all customer interactions,  Support workload across CRH as required and ensure the delivery of optimum service in KPI and quality performance.  Support Team Manager to embrace and develop the partnership with PCGB utilizing the knowledge and experience of ownership, network and supply and product teams to improve their knowledge of products and system to facilitate exceptional outcomes for customers  Support a culture of innovation – challenge current status quo and work with the team to identify opportunities for continuous improvement.  Ensure a quality of data recording on all activities to support single customer view on contacts both in and out  Support the continuous review and iterate the development of processes and procedures to support and enhance the team’s effectiveness in delivering first class customer service.  Ensure compliance to all regularity applicable codes  Handle all calls and correspondence professionally, thoroughly and promptly, using all resources available to ensure effective, timely and individual resolutions  To make and receive calls and correspondence, which may be requests linked to campaigns and requested activity  To build up and continuously update individual specialist knowledge in relation to the Porsche products, PCGB strategy and relevant regulatory compliance e.g. FCA,, GDPR  Facilitate own development to ensure up to date on processes and procedures across all channels.  Be a role model for RAC within CRH operations, demonstrating the business values at all times.  Achieve set KPI’s consistently  Demonstrate the ability to provide flexibility in order to support both the business and line manager if required.  Assume other tasks upon reasonable request to support business needs with high quality outputs. | **Skills/Knowledge/Experience**  Strong communication skills  Proven track record on ability to influence  Previous outbound customer contact experience  Attention to detail – Producing high quality results in all assumed activity.  PC Literate  Ability to deal with challenging customers and dealers to reach positive outcomes  Time Management – Ability to manage own time and workload effectively and efficiently.  Proven success in a sales and service environment  **Desirable**  Experience of sales and marketing roles within a large corporate organisation.  Automotive | **Capabilities/Behaviours:**  Customer focus 3  Continuous Improvement 3  Interpersonal and Influencing 3  Developing self and others 2  Judgement & decision making 3  Commercial awareness 3  **Values**  **Handle It Together**  Work as one team and celebrate and achievements. Share ideas and knowledge to achieve the best results for the business.  **Exceptional Service**  Go the extra mile to enhance our customer’s experience, both internally and externally – delivering excellent results and service every time.  **Raise the Bar**  Driven and ambitious to be the best that you can be, and always look for ways to improve.  **Own It**  Do what you say you are going to do, taking ownership for issues and solutions. |