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| **ROLE Title:** | Personal Case Manager | **DAte:** | October 2024 |
| **GRADE:** | Band 6 | **Business Unit:** | Porsche |
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| **Role** | **Need to Do** | **Need To Know** | **Need to Be** |
| **Role Purpose**:  To deliver a Porsche experience to match the product by managing customer calls and correspondence in line with the Porsche Customer Relations Hub vision and Porsche philosophy.  To develop effective working relationships within PCGB.  To be a role model for PCRH 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  **Role:** Based at PCGB Reading  **Role Dimension:**  **Financial:**  Contact Centre : Goodwill budget spend to be within agreed contractual KPI  **Non Financial:**  No direct reports  **Reports to:**  PCRH 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:**   * Handle all calls and correspondence professionally, investigating thoroughly and promptly, using all resources available to ensure effective, timely and individual resolutions * To receive calls and correspondence, which may be requests for information, complaints and assistance at the roadside or anything associated with Porsche products * 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 * Continually develop technical knowledge of Smart Mobility Porsche products and services ensuring ability to provide technical support to customers on these topics. * To build relationships with Porsche Centres and involving them in all matters relating to their customer. * To ensure that all goodwill gestures are individual, tailored and reflect the inconvenience the customer has experience * Facilitate own development to ensure up to date on processes and procedures across all channels. * Demonstrate “Porsche Standard” levels of quality on all interactions across all channels, demonstrating expectations through all training and documentation. * Be a role model for RAC within PCRH operations, demonstrating the business values at all times. * Achieve set KPI’s consistently –   Answer 95% of calls within 10 secs  Answer 95% of incoming calls  Deal with quick wins within 24 hours   * Demonstrate the ability to provide flexibility 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 * Attention to detail – Producing high quality results in all assumed activity. * PC Literate – in particular good excel skills * Ability to deal with challenging customers and dealers to reach positive outcomes * Vested interest in all platforms and their development and progress * Time Management – Ability to manage own time and workload effectively and efficiently.   **Qualifications/FSA:** | **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. |