**CSC Deployer Role Profile - July 2020**

Working shifts between, 0600-2400 over 7 days per week

Band – 6

**Job Description:**

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| * Have the ability to identify customer delay and work with the wider Customer Service team to gain a resolution and where appropriate agree alternative deployment decisions.
* Ensure compliance to our processes and contractual agreements.
* Effectively communicate to our customers, our plans to resolve their situation and manage their experience through to completion.
* To achieve the performance objectives required by the business.
* Have a high level of engagement with various key internal and external contacts.
* To deliver effective deployment decisions through RAC Resources and the RAC Contractor network to our customers in a timely and efficient manner.

**Role purpose, Skills & knowledge:** |
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| * Ability to work as part of a team to achieve business objectives
* Ability to be flexible and adapt to changing work demands whilst prioritising workloads
* PC literate with good VDU/keyboard skills
* Ability to communicate professionally and effectively with customers and colleagues
* Ability to work under pressure, take ownership of problems and provide solutions and decisions which are appropriate to the customer requirements.
* Initiative to resolve non-standard customer problems and proactively prevent problems arising
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**Role requirements:**

**Call activity:-**

* Take inbound calls from Patrols, contractors, flatbed drivers requesting updates, information or escalation.
* Make outbound calls to Patrols, contractors, flatbed drivers for information/updates.
* Make outbound calls to customers for ETA updates, further information and/or attempt deferral.
* Support sister departments with deployment queries, e.g. BAC, RACCA, Motability and Mercedes.

**Message box management:**

* Proactively manage message box to ensure any queries/issues are dealt with as quickly as possible.
* Action any emergency PCR messages immediately
* Respond to all PCR messages as timely as possible.

**System updates:**

* Proactively manage and action all resource alarms
* Ensure all patrols have the correct unit attributes
* Ensure sufficient notes are added to notepads following any updates/discussions
* Monitor breakdowns coming in and manage effectively by ensuring reasonable tour query allocated
* Immediately action any “Emergency” alarms with the correct scripting.
* Ensure all patrol recovery opportunity is maximised.
* Maximise Rubix and HD-Max opportunity where available.

**Diary activity:**

* Ensure any out of van or patrol downtime is captured.
* Record all patrol sickness
* Record any change in attributes

**Teams interactions:**

* Message to be sent to the DPM’s to authorize manual intervention
* Escalate any issues
* Complaint escalation
* Onward travel authorisation.
* Liaise with technical/repair desk making effective use of resources and delivering RRFT.
* Feedback any patrol behavior for DPM to escalate

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