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| **ROLE Title:** Porsche Customer Relations Hub - Executive Case Manager  |  | **Date:**  | February 2025 |
| **GRADE**: Band 6 |  | **Business Unit:** | Branded Services – Business Roadside |
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| **Role** | **Need to Do** | **Need To Know** | **Need to Be** |
| **Role Purpose:**To act as the face and voice of the Porsche Customer Relations Hub, developing effective working relationships within the Porsche Network to provide the best possible care for Porsche customers.To play an integral role in ensuring the delivery of a luxury customer experience for Porsche UK, by acting as a focal point for director correspondence, rejection, litigation and legal cases. To progress complex cases by supporting colleagues, sharing knowledge and best practice.To develop effective working relationships within Porsche UK and the Porsche Centre Network by demonstrating an understanding of business, facilitating the resolution of complex tasks and cases and managing situations in the most customer centric wayDemonstrating a strong understanding for delivery of an excellent customer experience whilst also understanding how to draw to the best conclusion for the business. **Role Dimension:**Financial:Goodwill budget management – individual authority level up to £2000 Centre CreditNon-Financial:Contractual KPI’s and department & individual quality measures to be achievedReports to: Team Manager – Porsche Customer Relations Hub Relationships:Internal: All colleagues within RAC External: PCGB: All departments and colleagues, up to CEO and Ownership DirectorPorsche approved dealerships and staffPCGB Partner’s PCGB Customers | **Outcomes*** Represent Porsche Cars Great Britain, championing a luxurious focus on customer service by consistently delivering the highest level of experience for Porsche Customers.
* Handles high level and complex complaints including high net worth and VIP customers and supporting PCs with vehicle rejections
* Act as the voice of PCGBs senior leadership team through response to customers via both written and verbal communications. This communication should consistently be to the highest standard and representative of the senior leadership the complaint was originally sent to.
* Resolve ad-hoc customer issues as a result of escalation through PCRH Senior Management Team efficiently.
* Handle all senior complaint escalations, Director and Press correspondence, investigating thoroughly and promptly, using all resources available to ensure effective, timely and individual resolutions, and a written response provided in line with Brand tone of voice and accurate.
* Escalate issues impacting the customer experience to the appropriate department within Porsche as quickly as possible in order to resolve issue whilst maintaining contact with the customer to retain the quality of the experience.
* Point of escalation for PCRH to work with departments within Porsche Cars Great Britain to gather customer facing information and updates to contribute to overall RCC SLA’s.
* Achieve set KPI’s including but not limited to:-
	+ Case resolution time – 10 days
	+ Customers to be updated within an adequate time frame (3 days)
	+ Acknowledge all new customers the same day these are received.
	+ Quality measures to be adhered to
	+ Reduction of escalated complaints with multiple contacts.
	+ Apply CRA understanding and awareness to assist with decision making where legally required and obligated to the customer.
* Assume other tasks upon reasonable request to support the needs of the business.
* Demonstrate the ability to provide flexibility to support both the business and line manager if required.
 | Skills/Knowledge/ExperienceExtensive experience in the management and resolution of customer complaints with complete ownership for the outcomeExcellent verbal and written communication skillsDemonstrate tenacity when handling complaints and ensure that every customer is treated fairly.Ability to deliver difficult messages to customers and Porsche DealersAbility to handle and resolve conflict effectively whilst continuously championing the Porsche brand..Excellent communication skills, with an ability to explain information clearly and with confidence.Excellent keyboard and admin skillsDemonstrate high levels of empathy, and ability to put yourself in the customer’s shoesValues driven to always delight your customers | **Capabilities/Strengths:**Need to exhibit behaviours consistent with RAC core competenciesContinuous ImprovementIdentified the processes needed to make things happen in a quality-orientated way - 4Customer FocusDedicated to meeting and exceeding the expectations and requirements of all customers - 4Developing Self and OthersHas the ability, and interest, to take responsibility for own development and actively encourages and supports the development of others – 3Achievement DriveSeizes opportunities to achieve and exceed both business and personal objectives - 4Team WorkingWorks co-operatively and productively with all colleagues - 3 |