

JOB DESCRIPTION – Appeals Assessor

Functional Team:	Appeals
Reports To:	Appeals Team Manager
Responsible for:	N/A
Location:	Currently home working, but will be in Chorley
Based:	Currently home working, but will be in Chorley
Hours:	37.5 per week

OVERVIEW:

We are looking for an Appeals Assessor to assist company operations by reviewing and responding to motorists who have submitted appeals against charges they have incurred.

The appeals team is fast-paced environment, therefore excellent organisational and problem-solving skills are essential.

The key duties and responsibilities are listed below.

Note: The team are currently working from home due to the pandemic but will eventually be returning to the office.

KEY DUTIES & RESPONSIBILITIES:

- Review all appeals received via post or our company website
- Follow company processes and criteria at all times
- Liaise with internal departments and external third parties
- Adhere to GDPR legislation at all times
- Strive to achieve team productivity and quality KPI targets

Specific Responsibilities

- Review and respond to points raised within motorist appeals whilst adhering to the British Parking Association's (BPA) code of practice
- Develop and provide a professional and effective service
- Recognise when it's necessary to escalate specific appeals to a senior staff member
- Contribute to a professional and friendly work environment
- Work to deadlines to ensure appeals resolutions are provided within the required timescales

FORMAL QUALIFICATIONS & EXPERIENCE REQUIRED:

- A positive working attitude and drive to succeed
- Computer literate (Email, Web, Microsoft Excel/Word in particular)
- Excellent written and verbal communication skills
- Punctual and presentable
- Receptive to changes in systems and processes
- Team player
- Ability to demonstrate initiative

PERSONAL ATTRIBUTES & SKILLS:

- Solutions oriented with good problem-solving skills
- Professional approach
- Results driven
- Attention to detail
- Proactive
- Team player
- Self-motivated
- Hands on approach
- Flexible approach
- Ability to working towards strict deadlines
- A friendly and personable person who will strive to be part of the company
- Takes ownership and responsibility for personal performance targets
- Takes personal pride in providing a quality service (either internal or external) to achieve targets
- Exercises judgement in selecting an appropriate form of written communication to get their point across i.e., email, letter etc.
- Living the Parkingeye Blend Values: Be Passionate, Let's Innovate, Embrace Collaboration, Nurture Trust, Drive Excellence

ADDITIONAL INFORMATION:

NOTE:

This Job Description is a guide only and is not exhaustive.
Additional duties may be required as and when the needs of the business or position dictate

Signed: Date:
Employee

Signed: Date:
On behalf of Parkingeye Ltd