

JOB DESCRIPTION – *Enforcement Executive*

Functional Team:	Business Operations
Reports To:	Enforcement Team Leader
Responsible for:	N/A
Location:	Parkingeye Head Office, Chorley
Based:	Parkingeye Head Office, Chorley
Hours:	37.5

OVERVIEW

To assess and handle a high volume of cases, guiding them through the early stages of the claims process and responding to a wide-ranging number of enforcement related queries from both inside and outside the business.

This role will require a good attention to detail and the ability to move from one task to another at short notice.

The new member of the team will need to be proactive and highly organised with good customer service skills.

Being part of our Parkingeye Team involves living and demonstrating our values of ***Be Passionate, Let's Innovate, Embrace Collaboration, Nurture Trust and Drive Excellence.***

KEY DUTIES & RESPONSIBILITIES

- ✓ Assessing whether a case is suitable for a county court claim. This will include looking at a number of different factors then issuing the claim if appropriate.
- ✓ Dealing with calls, correspondence and payments from motorists in relation to court claims.
- ✓ Dealing with correspondence from the courts.
- ✓ Ensuring that all case records are up to date.
- ✓ Creating and monitoring potential instalment plans.
- ✓ Reviewing cases and sending a letter before claim to motorists where appropriate.
- ✓ Using reports to collate data and action as appropriate.
- ✓ Making constructive and proactive suggestions about changes that could be implemented to improve the enforcement process.
- ✓ Adhoc duties as requested, which contribute to the team effort

PERSONAL ATTRIBUTES/SKILLS

- ✓ Ability to investigate problems.
- ✓ Patient & methodical with an aptitude for problem solving.
- ✓ Excellent Customer Service skills.
- ✓ Excellent written & verbal communication skills.
- ✓ Self-motivated & able to work on own initiative but also as part of a team.

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