

## **Customer Support Team Member - New Business Unit Barton Close**

Exceptional customer care is critical to the success of My Home Move and we are looking for an experienced individual to fulfil the role of Customer Support Team Member. To meet our client's expectations you will be a critical support to the New Business Unit's conversion of all new business leads into cases for our conveyancing teams. By joining a friendly and welcoming team, you'll get to the heart of every customer's need.

A legal or conveyancing background isn't essential as we will teach you everything you need. However, ideal candidates will have a passion for building excellent client relationships in a fast paced environment and have an ability to offer the kind of service that exceeds expectations, achieves conversion and in turn inspires others.

Candidates will need to be hands-on with a drive to succeed and deliver. The role offers great opportunities to develop and progress your professional career at My Home Move.

Hands on and driven, you will inspire others with your passion for excellent client conversion in a fast paced environment. With great opportunities to develop your career and progress this is an excellent role in which to begin your professional corporate career at My Home Move.

### **The role**

- Support the teams that attract new business
- Handle inbound calls into the business and deal with in a professional manner
- Re-route calls to other areas in the business if necessary and/or deal with within the team.
- Generate new business into the company, using our bespoke case management system. For example creating cases and managing corporate introducer's into the company
- Deal with all internal and external emails and deal with client emails
- Process all miscellaneous documents received from Contract Documents, Sales Memo's and Mortgage Offers
- Support and encourage colleagues within the Customer Support Team to help to achieve business targets
- Recognise new business potential and convert opportunities
- Develop and maintain an effective and supportive interaction with Account Managers and Regional Business Managers

### **The person**

- Customer service orientated, focused on customer care
- Problem solving
- Identifies areas for improvement and adapts willingly to change
- Projects a confident and professional approach inspiring trust and confidence in others
- Communicates well at all levels
- Able to effectively assess situations and make informed decisions
- Recognises limits of ability and when to seek advice
- The ability to prioritise
- A desire for continuous personal and professional development



**The company**

My Home Move is the UK's largest Conveyancing business with over 900 employees and is the UK's fastest growing suppliers of conveyancing support to a variety of residential and blue chip clients. Our excellent service to our customers has allowed for market growth which means we continuously seek new and fresh talent to complement our current team as well as developing our people to reach their full potential. Join our team and look forward to a challenging and rewarding role, with great results bringing great opportunity for recognition and promotion.

If you are interested or know someone who would be interested in this role, please apply by sending your CV and a covering letter to [recruitment@myhomemove.com](mailto:recruitment@myhomemove.com)

**Closing date: Wednesday 27<sup>th</sup> December 2017 at 5pm**