

## Customer Services Officer

Reporting Line: Customer Services Team Leader

Role Level: 6

Location: Chester Offices

### About Us

We are Oxbury: The only UK bank dedicated to British agriculture. Founded by farmers, bankers, and technologists, we have combined the worlds of financial services, technology, and agriculture to provide bespoke financial products to support the rural economy.

Our mission is to create and grow a sustainable, customer-focused, and innovative bank that supports and champions the financial health of the rural economy.

### About the Role

We're looking for driven individuals with exceptional customer service skills to join our team to deliver a high quality service; which is defined as quick, efficient, polite and effective communications and execution of the farmer facing tasks. In the role you will resolve inbound and outbound customer queries, offering solutions and building great customer relationships.

### Role Responsibilities

- Handle and resolve customer queries in a timely manner and to a high standard. Ensure we provide the resolution with the utmost level of customer service via telephone, email or web chat.
- Strong communication skills, both written and verbal, and ability to tailor communication to a variety of audiences.
- Understand the background of the query, do required research with the provided tools, and respond appropriately.
- Escalate or communicate to other teams when necessary.
- Connect with customers at a professional level and build rapport with them.
- Undergo the required training and regulatory training, applying it where it's required to process transactions.
- On the front line, you will be the first to spot potentially fraudulent activity or recognise vulnerable customer requirements ensuring that you report and escalate as required following policy and regulatory procedures.
- A flexible approach providing cover and assistance around the business as required
- Undertake User Acceptance Testing on our systems (UAT) after training
- Process daily reports.

- Processing outbound payments following due diligence procedures.
- Communicate with customers to collect late payments.
- On-board new third party distributors following all due diligence processes and attend set up and testing meetings.
- Build relationships with existing and new distributors becoming a trusted point of contact for queries, resolving queries to resolution.
- Understand new campaigns ensuring that processes are followed to deliver a smooth customer journey.
- Build strong relationships with the Relationship Managers
- Contribute to the development of a diverse and inclusive culture.

## Minimum Skills / Experience

### Required Skills / Experience

- Previous customer service experience dealing with:
  - Account processing queries
  - Process settlements / Refunds / and other adhoc transactions on accounts
  - Customer complaints
  - Web chats
  - Troubleshooting – in particular helping customers to log on to on-line banking or similar.
- Previous telephony experience.

### Desirable Skills / Experience

- Knowledge of regulatory policies within the financial services sector.
- Previous experience in a financial services environment.
- Agricultural experience.

## Interested in joining Oxbury?

Interested candidates should submit their CV and a brief covering letter outlining their experience in agriculture, any previous work experience and why they believe they are suitable for the role. To apply please click [here](#).