

Customer and Network Support (CANS) Student

Role in a nutshell:

Reporting to	Manger, CANS	Department	CANS	Grade	6	Location	Great Burgh	Direct Reports	0
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A bit about Customer and Network Support (CANS) :

What you'll be doing:

- The student will be tasked to take on a variety of projects – these can encompass customer relations issues, goodwill spend, resourcing, dealer league tables, and courtesy car usage.
- The role will be a key point of contact for all team Managers when project and reporting work is required to understand more about our case load, complaint type, costs and resourcing.
- The role will be based in Customer and Network Support but will require the student to liaise with others outside the team such as Marketing, Product, Technical, and After Sales teams, providing networking opportunities.
- The student will attend monthly Jaywing (our contract centre staff/service supplier) First Line Review meetings and assist the Manager of Customer and Network Support with the management and development of this relationship.
- Departmental reporting on an array of information and data, from Toyota Great Britain and Toyota Motor Europe will be a required task.
- Understanding the needs of the team in order to present consistent and instant information to customers is key. This role will be charged with development and maintenance of this knowledgebase whilst aiding in decision making.
- The student will be responsible for researching trends within customer service. Motor Ombudsman, Trading Standards and the Institute of Customer Service research resources will be a key source for this activity.

Experience you'll gain:

- Case management involving the response to customer issues, decision making and negotiation with dealers and customers. This will provide the student with the opportunity to learn about the Toyota and Lexus business, whilst developing an insight into how a global automobile company is run.
- Project management which will encompass customer relations issues, goodwill spend, resourcing, dealer league tables, and courtesy car usage.
- Reporting of information from customers and dealers is a crucial part of what we do. This aids in the process of innovation within the company to develop a strong customer focus and efficient business operations.

How we'll support you :

- Support will be given to help the student thrive in their position, allowing them to develop core capabilities needed for a career in business.

- The student will have opportunities to take on managerial tasks and decisions, whilst having members of the department to aid you in the process.

How you could stretch this role :

- Unique opportunities for personal development will be presented throughout the year, which provides the student the resources needed to excel in this role.
- A focus on setting long/short-term targets will allow the student to set achievable goals that will stretch their capabilities whilst developing individual competencies.

What you'll get to own :

- The role will be responsible for researching a range of customer service trends. Motor Ombudsman, Trading Standards and Institute of Customer Service research resources will be a key source for this activity.
- Opportunities to pioneer significant changes and developments within the company, whilst working alongside managers in the final decision making process.

Qualifications and experience you'll need :

Essential

- On a degree course.
- Have a basic understanding of systems and how they can automate business.

Desirable

- Customer interaction.

Skills & Behaviours you'll have :

Essential

- Willing to engage with others and an enthusiasm to learn.
- Have a customer orientated and can-do mind-set.
- Creative thinking and curiosity to innovate business operations.
- An understanding of the customer first mind-set.

Desirable

- Communication skills that are able to influence those around you.

In line with our Talent Enablement culture, we will give you ownership and encourage you to deliver outcomes that lie outside of the remit of this Job Profile. We do this to give you extra experience, to stretch and develop you within your role, enabling you to be the best you can be.