

## Job Description

Job Element	
<b>Job title:</b>	<b>CHC Recovery Specialist</b>
<b>Department:</b>	VFM
<b>Reports to:</b>	CHC Recovery Manager
<b>Responsible for:</b>	<ul style="list-style-type: none"> <li>• Managing own workload and accounts</li> <li>• Building a good rapport with clients</li> <li>• Liaising with providers, CHC advisors and clients</li> <li>• Handling both client and supplier inbound and outbound calls, in an effective and efficient manner.</li> <li>• Maintaining CRM system</li> <li>• Reporting findings to clients</li> <li>• Invoicing</li> <li>• Supporting fellow team members when required</li> <li>• Meeting targets</li> <li>• Ensuring reviews are carried out in a timely manner</li> <li>• Ad hoc duties as specified by VFM Management Team</li> <li>• Maintaining confidentiality at all times</li> <li>• Administrative tasks such as progress and final review reports</li> <li>• Protecting sensitive data</li> </ul>
<b>Location:</b>	Worcester Head Office
<b>Job summary:</b>	The main purpose of the role is to liaise with clients and providers to recover cash savings for the CHC division. To support the off-site advisors, VFM management team and interface directly with suppliers and clients. To keep CRM project information accurate and up to date.
<b>Qualifications:</b>	Minimum 5 GCSE / O Level equivalent, including English and Maths
<b>Profile:</b>	<ul style="list-style-type: none"> <li>• Administrative / Clerical experience, minimum 2 years</li> <li>• Organisational skills, time management and prioritisation</li> <li>• Computer literacy – especially Microsoft Suite</li> <li>• Team player</li> <li>• Mature attitude, and works on own initiative</li> <li>• Ability to multi task</li> <li>• Excellent communication skills with focus on customer service</li> <li>• Excellent and professional telephone manner</li> <li>• Familiarisation with credit control would be an advantage</li> <li>• Ability to produce consistently accurate and high quality work</li> <li>• Ability to work under pressure</li> <li>• Target driven</li> </ul>

**Miscellaneous:**

In addition, the postholder will be expected to :-

- Undertake training and development deemed necessary for the pursuance of the post.
- Ensure that Health & Safety is observed in the course of employment.
- Comply with the contract of employment and company policies and procedures.
- Comply with any reasonable requests which may be communicated by the company from time to time

This job description does not attempt to define, in detail, all duties and responsibilities and may be subject to periodic review and alteration by the company.

The Information Security Management System applies to the Liaison Information System and relevant assets incorporating recovery and compliance services to the public sector.