



**Client Services Training and Development Coordinator – Euston Road, London**

**Salary: £45,000 plus bonus**

**We have an exciting opportunity for a Client Services Training and Development Coordinator to join our market leading Car Park Management Company, based at our Euston Road office, London.**

An exciting opportunity has arisen for a full-time Client Services Training and Development Coordinator, reporting to our Client Services Manager, to join our London team and contribute to our continued growth. We are looking for a business minded, analytical individual, who is comfortable with data management and systems. You will be a pro-active, enthusiastic and motivated team player who will manage, train and develop our fast-paced Client Services Team to ensure the smooth service delivery. This is a fantastic role for someone with previous experience training, developing and managing teams, delivering against KPIs and a genuine passion for customer service.

The Company:

Euro Car Parks is internationally renowned for its first class parking services, instantly recognisable and highly respected brand, outstanding customer service and market leading expertise. Founded in 1976, ECP employs 350+ staff and operates over 1500 car parks across the UK, Ireland and Europe, assisting 700,000 motorists a day. We operate 24 hours a day, 365 days a year.

The Department:

The Client Services Department is responsible for processing Parking Charge Notices, dealing with client instructions, processing appeals and, if necessary, generating documents for motorists who have logged an appeal with the independent appeals service. The department is also responsible for setting up new sites and making amendments to existing sites. The team must adhere to the BPA Code of Practice the data protection legislation.

Role:

As the Client Services Client Services Training and Development Coordinator your role will involve:

- Leading, developing, training and motivating the team to ensure they have the skills, knowledge and experience necessary to deliver service excellence.
- Managing the busy Client Services Department to deliver daily tasks, demonstrating great customer service and providing information for customers, clients and internal stakeholders.
- Regular evaluation of performance through consistent feedback ensuring performance objectives are met and potential is developed.
- Providing assistance to our large and busy Operations, New Business and Technical Systems teams.
- Analysing statistics, producing reports and reviewing data to determine the appropriate level of customer service and recommend improvements.
- Reviewing and improving operating procedures as well as dealing with issues relating to provision of services.
- Keeping abreast of internal developments and changes to external regulation and legislation to ensure they are embedded smoothly and quickly.
- Deputising for the Client Services Manager as required.

Requirements:

To be successful in this role you will have:

- Previous experience managing teams paired with a strong understanding of customer services.
- Proven success in developing, coaching, motivating, guiding and training teams.
- High levels of numeracy with excellent skills in data analytics and managing information.
- The ability to manage your own work load whilst prioritising others and dealing with any escalated issues.
- Excellent planning, organisational and problem solving skills, and a willingness to take responsibility.
- The ability to build strong working relationships.
- Motivation, flexibility and a pro-active approach with the ability to meet/exceed targets and service level agreements.
- Excellent IT skills, with experience working with Microsoft platforms and information management systems.

In return you will receive a competitive salary, including a performance related bonus, in an organisation with excellent opportunities for progression. You will also benefit from the requisite training, development and support to achieve your career goals. If you feel you have the qualities for this role please email your CV and covering letter to [recruitment@eurocarparks.com](mailto:recruitment@eurocarparks.com)

We are an equal opportunities employer