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**CLIENT SERVICES EXECUTIVE**

**Summary:**

An exciting opportunity to join the growing The Little Car Company Client Services Team.

As a Client Service Executive for The Little Car Company, your primary responsibility is to support the Head of Client Services in the management and support of clients and their orders. You will manage the entirety of the client journey from configuration to aftercare for your growing pool of clients, being their point of contact within the company. We are looking for an incredibly organised individual, who is passionate about delivering exceptional client service and support, and thrives on building relationships with our client and dealer network.

*Compensation:* £25,000 + bonus scheme + share options

*Location:* Bicester Heritage, Bicester

*Holiday:* 25 days per year, option to take 1 month off unpaid per year after 1 year service

*Share options scheme:* After 6 months with us - we want everyone to feel ‘ownership’ of the company

*Start date:* early-June

*Reports to:* Head of Client Services

*C-19 friendly recruitment:* We'll likely do the initial interviews by video call, will look however to meet candidates in person (as per Govt. guidelines and where safe and suitable to do so) before final decision is made.

Culturally, we take pride in the way we work and what we achieve. We are committed to advancing the work of equality, diversity and inclusion and we want to attract the best people from the widest talent pool, as well as those who reflect the diverse nature of our society.

**About us: The Little Car Company**

As it says in the name, we make little cars. But they’re more than a little bit special.

The Little Car Company is the world expert in producing exceptional junior cars in partnership with the most elite car manufacturers. This unique partnership guarantees that every vehicle is an official licensed product of the brand. We expertly hand-build each car in the UK, and it is this level of care and attention that delivers the stunning quality for which we are famed.

Our brand philosophy is to produce beautiful cars that allow our clients to share the love of driving across generations, and encourage every driver to create memorable experiences today and for years to come.

We’re currently working with Bugatti, Aston Martin and Ferrari, with multiple partnerships in the pipeline. We work with the best car manufacturers in the business, so are only looking to recruit amazing talent to our team. Our exceptionally talented team are fuelled by a determination to create truly remarkable vehicles, whilst having a ton of fun along the way.

Behind the scenes, our production team brings together a culmination of exceptional engineering expertise from a range of testing environments. Their attention to detail and eye for quality are matched only by their inventive spirit, meaning every vehicle that rolls out of the manufacturing facility features that little bit of engineering magic, befitting of the marques they are representing. Meanwhile, the client services team is on hand to ensure we deliver a personalised customer experience that is second-to-none.

**Responsibilities:**

* Take ownership of the client journey from configuration through to aftercare. This includes stages of the client lifecycle such as: build progress, completion updates, arrangement of delivery, post-delivery contact and ongoing ownership support
* Point of contact for all client queries, questions and support
* Liaise with our Sales Team to handover clients from Sales to Client Services, and work co-operatively to provide the upmost client experience
* Work closely with our Operations Team to support shipment of client vehicles
* Grow out TLCC’s aftercare function, identifying and capitalizing on opportunities to improve the client experience and add value for our clients
* Lead and co-ordinate the swift resolution of any client issues with the support of our Production Team and Build Technicians
* Work closely with our growing Dealer and Partner Network to manage client orders and provide ongoing support to them and their clients
* Manage and maintain an up-to-date and accurate CRM system
* Host client visits & tests drives at Bicester Heritage
* Support client facing events (national and international) where required
* Point of contact at Bicester Heritage for all client related enquiries

**Required skills:**

*Essential*:

* 12+ months experience within a client services role
* Exceptional verbal, written, and interpersonal communication skills
* Comfortable dealing with HNWIs/UHNWIs
* Excellent organisational skills, with the capacity to manage multiple client orders simultaneously and to a high degree of customer satisfaction
* Ability to work under pressure in a fast-paced environment, with a willingness to take ownership of client issues and see them through to resolution
* Understanding of working with cross functional teams
* Self-starter & self-motivated. Able to work individually and as part of a team
* Comfortable thinking on your feet and using your initiative
* Highly detailed individual able to track client orders and workload
* Confident using Microsoft Excel / Outlook
* Comfortable travelling nationally and internationally

*Desirable:*

* Experience working with HNWIs/UHNWIs
* Experience within the automotive or luxury sector
* Working knowledge of Microsoft Dynamics (or similar CRM system)
* Ability to sell and up-sell products (new models, extras)
* Additional language skills outside English
* A full UK driving licence

**Keen to apply?**

We want to hear from you! Please send us a covering note (maximum 400 words) with why you are the right candidate for this role. Please don’t just regurgitate your CV – we are looking for a flavour of you and what you can bring The Little Car Company. Think of this as your own personal highlights reel.

Please note that if you have not heard from us one week after the closing date of the advert then on this occasion then you have not been successful. However, we will keep all applications on file and be in touch if any future roles match your skills.