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### **FUEL CARDS CUSTOMER SERVICE REPRESENTATIVE (FRONTLINE SUPPORT)**

As part of the Forward Agenda, BP has established a Business Service Centre ("BSC") in Budapest which, subject to relevant country consultation, will provide Finance, Customer Service and Operational Procurement services to all Refining and Marketing ("R&M") businesses in Europe. The Customer Service function within the BSC will be the centre of expertise for BP's R&M businesses, delivering excellent customer service to our Business to Business (B2B) and Consumer markets. The BSC will handle a varied range of Order to Cash and other customer support activities. Our Customer is at the heart of all we do and our customer service employees are responsible for providing excellent customer service on behalf of our European and Global businesses.

BP Fuel Card business in the UK was set up in 1992, targeting both the Truck and Bus and Car & Van market segments in the UK and Europe. The Fuel Card Offer is a cashless payment method that provides commercial fleets access to the strongest fuel network in the UK, security and controls around driver purchasing options, effective administration, reporting capability and comprehensive management information.

For the newly established team we are looking for a

### **Fuel Cards Customer Service Representative (Frontline Support)**

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## KEY RESPONSIBILITIES

- First point of contact for BP telephone based enquiries and for any written form of enquiries from both new and existing Key customer portfolio and Distributor segments.
- Determine the nature of the call, obtaining the relevant information and recording details and managing the enquiry to ensure excellent customer service
- Action the outcome of the call, or pass to the appropriate team for action, maintaining customer or site contact through to the resolution of any query.
- Deal with complaints and any ongoing queries logging them in CMS and take actions to resolve them.
- Manage the Cards shared frontline inbox on a daily basis taking action and liaising with customer (including distributors), COE or sites as and when required.
- Action daily the wirefast faxes through the Cards shared frontline inbox ensuring that actions requested are carried out.
- Ensure copy tickets and invoices are administered within Service Level Agreements.
- Administer card refunds, fees, adjustments and forward to COE for action
- Check returned cards and take appropriate actions
- Liaise with the COE over customer card requests to be actioned
- Pass on to the Cards Sales Team any new Prospect requests for BP Fuel cards customers.
- Develop and maintain a professional working relationship with internal and external stakeholders.

## PREVIOUS EXPERIENCE

- Experience of customer complaint handling is essential
- Minimum of 12 months previous experience in Sales and Customer service skills in a telephone environment and/or customer services environment
- Strong time management and organisation skills
- Experience of working in the UK or of working with UK customers / markets is desirable.
- Must demonstrate high level proficiency in Microsoft Packages (Excel & Word) and show an intermediate level aptitude for systems applications

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**Offer:**

- competitive salary and benefits
- extensive trainings
- dynamic, multinational team
- outranging working conditions

In case you are interested in the above position, please apply online by sending your professional English CV: [www.kellyservices.hu](http://www.kellyservices.hu) – [Fuel cards customer service representative \(frontline support\)](#)