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FUEL CARDS CUSTOMER SERVICE REPRESENTATIVE (KEY ACCOUNTS & SALES 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 (Key Accounts & Sales Support)

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KEY RESPONSIBILITIES

- Support the Account Managers and Head Office Sales Team in the preparation of Customer Proposals, Tender and Contract documents.
- To promote a portfolio of products and services, which include fuel cards and BP Online Services
- Provide customer service and support to the Sales Teams in accordance with SLA's as set by the business.
- Execute financial queries/issues expediently and accurately.
- Ensure new customers are set up in line with the Customer Master Data Set Up process
- Facilitate problem solving and issues resolution for customers in a timely manner
- Assist in the establishment of customers on standard direct debit payment terms and where possible promote early payment terms.
- Assisting with the implementation and the support of BP Fuel and Fleet Management Products Supporting the Back Office Antwerp as and when required
- Develop and maintain a professional working relationship with internal and external stakeholders.

PREVIOUS EXPERIENCE

- Minimum of 12 months previous experience in Sales and Customer service skills in a telephone environment and/or customer services environment
- Demonstrable Financial Understanding and Analytical Skills
- Strong time management and organisation skills
- Experience of working in the UK or of working with UK customers / markets is desirable.
- Excellent written/oral communication skills and ability to build effective working relationships
- 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 – [Fuel cards customer service representative \(key accounts&sales support\)](#)