



where people come first

Job Description Document for Client Services Support

Hitchin Based

9am – 5.30 pm – 37.5 hours per week Monday to Friday

Reporting to the Client Services Manager

Working within a team of people providing Support and Administrative services to our customers.

Duties and Responsibilities will involve:

- Answering phone calls
- Taking and logging support telephone calls
- Problem solving
- Communicating with Clients
- Managing customer support calls
- Questioning Customers about their requirements to obtain a full understanding of what it is they require
- Record the details of all customer calls
- Assist in the payroll process of bureau payrolls
- Produce payslips ready for customers
- Assist in the production of other literature and documentation
 - e.g Newsletters
 - Marketing Information
 - Training Manuals
- Supporting Consultants and other personnel in their needs.
- Maintaining the Administrative processes and procedures
- Occasional on site client visits (this is a limited occurrence)
- Any other reasonable duties that may be required from time to time.

Sample Person Specification Document Support

| | Essential/ Desirable | Comments |
|--|-------------------------|----------|
| Qualifications | | |
| • ECDL Version 1.5 - 4.0 | D | |
| • GNVQ\NVQ/SVQ in Administration, IT or Business Support Skills Level 3 | D | |
| • GCSE English or Equivalent | E | |
| • GCSE Mathematics or Equivalent | E | |
| Experience | | |
| • Working in a customer orientated environment | E | |
| • Working in Customer Support | D | |
| • Working in Software Support | D | |
| Knowledge | | |
| • Payroll | D | |
| • HR | D | |
| • Database Management | D | |
| Skills and Competencies | | |
| • Ability to demonstrate, Using a Computer, Operating System, Word Processing, Spreadsheets and Databases to the level of ECDL Version 4 or equivalent in GNVQ\NVQ/SVQ | E | |
| • Organised | E | |
| • Administration – capable of filing, copying, producing presentation packs to defined standards | E | |
| • Ability to communicate clearly verbally and written | E | |
| • Work and Communicate in a team | E | |
| • Able to ask questions and comprehend customer needs and problems | E | |
| • Ability to work to timescales and deadlines | E | |
| Attributes | | |
| • Shows confidence in dealing with people | E | |
| • Is able to ask questions | E | |
| • Well Mannered/Polite | E | |
| • Smartly presentable | E | |
| • Demonstrate a willingness to learn | E | |
| • Is enthusiastic and eager to work in this industry | E | |
| Other Requirements | | |
| • Work from Hitchin Offices | E | |