

**Job Title:** Client Service Advisor

**Department:** Alcohol and Drugs

**Anticipated Working Hours:** 39 hours per week

**Reporting To:** Client Services Manager

**Band:** S1

**Level:** Administrative

**Deputising For:** N/A

**Subordinates:** N/A

**Location:** Tamworth

**SUMMARY: Main Objectives (Purpose of the Role in the Business)**

Due to continued growth, an exciting opportunity has arisen for a Client Service Advisor to work within our fastbased Alcohol and Drug Testing Department, based at our Head Office in Tamworth. You will provide a client focused service to our large varied client base dealing with bookings for our Alcohol and Drug Testing Services in the workplace. Attributes and skills that are paramount to this position are; flexibility, motivation, dedication, accuracy and attention to detail.

**SPECIFIC DUTIES**

- The duties, however non-exhaustive are listed below.
- Process booking arrangements for clients Nationwide in the Alcohol and Drugs department.
- Booking requests include immediate response times where we need a technician to attend a client site within a 2-hour time frame, as well as requests for scheduled testing.
- Respond to client queries, advising them on our services, processes and other information.
- Liaise with our large team of technicians across the UK and Ireland regarding arrangements of work, diary management, availability and general queries.
- Support with client implementation and set up
- Build relationships with our clients with a view to understanding their business needs and how we can support them
- Work closely with other departments including Account Management, Business Development and Data Support Services.

**General Office Duties**

- Assisting with colleagues work during absences
- Attending meetings and training sessions as required

- Answer and triage inbound telephone calls within agreed timescales.
- Perform general office duties such as typing, operating office machines, and sorting mail.
- Any other request made by a Manager or Director

**REQUIREMENTS FOR THIS ROLE**

- There are no formal qualifications required for this role however experience of day to day office management/reception would be an advantage.
  - Previous experience of dealing with clients/customers is an advantage.
- Knowledge of Outlook and Word is essential and knowledge of Excel and PowerPoint is desired.

SKILLS	BEHAVIOURS
Able to work alone and manage own workload Organisational skills Able to make decisions Exemplary communication skills Good telephone manner Proficiency in Word, Excel, PowerPoint & Outlook Time planning and priority setting Good Interpersonal skills Flexible in approach	Responsible attitude Trustworthy and honest Enthusiastic Remain calm under pressure Professional in appearance and approach Ability to work within team and alone

**I understand the specific duties required of me within my role and accept the responsibilities, authorities and accountabilities related to this role. I have therefore Read and Accepted this role profile in the internal HR system.**