

# Job Framework, Client Service Assistant



**Purpose:**

To provide an excellent telephone and appointment booking service thereby ensuring client satisfaction, increased appointment booking, increased attendance for appointments.

Job Title:	Location:	Reporting to:	Probationary Period:
Client Service Assistant	One Call, Bristol	One Call Supervisors	6 months

Marie Stopes International (MSI) is a marketing focused, results oriented social enterprise. We develop efficient, effective and sustainable family planning programmes in the UK and overseas. The UK division provides services to men and women over 130,000 times a year.

The primary responsibility of this role is to further MSI's Goal: **THE PREVENTION OF UNWANTED BIRTHS** and its mission of ensuring the individuals right to: **CHILDREN BY CHOICE NOT CHANCE**

It is a role requirement that the job holder must fully comply with, promote and live **MSI CORE VALUES**:

mission driven	customer focused	results orientated	pioneering	sustainable	people centered
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Key Responsibilities	Measure
<p><b>Client Service</b></p> <ul style="list-style-type: none"> <li>take inbound telephone calls, greeting callers in a warm, friendly manner; identify the nature of the query; deal with queries, transfer or make appointments as appropriate</li> <li>Make appointment bookings by identifying client appointment needs and matching with appointment availability; data entry:- client and appointment details onto booking system/database; entering notes to ensure seamless service upon client arrival at MSI's clinics</li> <li>work as part of a team to ensure Call Centre objectives and targets are met</li> </ul>	<ul style="list-style-type: none"> <li>call related targets (lost calls and SL) and quality targets met</li> <li>accurate bookings made</li> <li>team work</li> <li>policies and procedures</li> </ul>
<p><b>Other Duties</b></p> <ul style="list-style-type: none"> <li>working to both qualitative and quantitative targets</li> <li>take part in coaching and training session, to receive feedback and to use this constructively to improve performance</li> <li>develop and maintain knowledge on MSI's goal, mission, organisation and structure and competitive environment as well as product knowledge including a full range of services offered, where available and suitable client groups which will assist in providing information to clients</li> <li>support marketing activities/campaigns by making outbound telephone calls to GP's/Health Authority; preparing mailings upon request</li> <li>liaise with Health Authorities/GP's to obtain evidence of Extra Contractual Referrals; liaising with MSI centres on behalf of callers</li> </ul>	<ul style="list-style-type: none"> <li>call centre KPI's</li> <li>attendance</li> <li>PDP's</li> <li>adhere to policies and procedures</li> <li>adhere to policies and procedures</li> <li>sound decision making</li> </ul>

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## Skills and Experience

### Qualifications:

- GCSE ( or equivalent) standard English language
- GCSE ( or equivalent) standard Maths ( desirable)

### Experience:

- client contact experience gained within the service sector
- telephone experience

### Skills:

- IT literate; familiar with Windows applications
- knowledge of MS Office (desirable)
- able to convey information in a clear, concise and warm manner
- able to perform well as a team player
- possess a clear, warm and professional telephone manner
- be attentive to detail
- numerate

### Attitude / Motivation:

- enjoy working as part of a team
- enjoy working in a busy environment
- flexible in times and hours of work
- systematic, self disciplined and organised
- self confident and conscientious
- diplomatic, tactful and discreet
- client focused, gaining satisfaction from providing a high quality service
- pro private healthcare
- pro-choice on abortion
- identify with the goals and objectives of MSI and both agree with and actively support its commercial approach to healthcare provision
- enjoy working to and achieving personal and team targets