JOB DESCRIPTION

**JOB TITLE Client Services Assistant**

**RESPONSIBLE TO Client Services Manager**

**JOB SUMMARY To assist with all client contact by phone, email and in person.**

**To assist with client data processing and a variety of client related administrative tasks.**

# MAIN TASKS AND RESPONSIBILITIES:

1. **In common with all other staff:**
   1. To contribute and support IoLET’s vision, values and strategic objectives
   2. To perform the role of a good ambassador for the organisation at all times
   3. To ensure security and confidentiality of all qualification and examination information handled
   4. To be proactive and flexible by supporting and assisting IoLET staff and functions as and when necessary
   5. To promote IoLET qualifications and examinations in collaboration with both CIOL and IoLET staff
   6. To actively partake in any other duties necessary for the smooth running of the qualifications and organisation
2. **Main Purpose and Scope of the Post:**
   1. To handle a large volume of enquiries by phone and email
   2. To identify and assess client needs to achieve satisfaction
   3. To provide prompt, accurate, valid and complete information as requested
   4. To follow communication guidelines, policies and procedures
   5. To process and maintain client data and records as requested
   6. To assist with large volume mailings
   7. To provide general administrative support
3. **Knowledge and Experience:**
   1. Proven Client Services knowledge
   2. Data processing experience
   3. Administration support
4. **Skills and Personal Requirements**
   1. Attentiveness, Clear Communication, Empathy, Humour, Patience and Positivity
   2. Customer orientation and ability to adapt/respond to different types of clients
   3. Proficient use of IT - MS Office
   4. Excellent grasp of English grammar and syntax, both written and spoken
   5. Excellent organisational and administrative skills and a good eye for detail

The above job description covers the main duties of this position as at June 2017.

IoL Educational Trust (IoLET) reserves the right to review and revise all job descriptions from time to time according to business need. Any future review or revision will be carried out in consultation with individual members of staff.