

JOB DESCRIPTION

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| JOB TITLE | Client Services Officer |
| RESPONSIBLE TO | Head of Qualifications/Client Services Manager |
| JOB SUMMARY | To provide solid and varied administrative support within the Client Services Team To assist with data processing, distribution and management |

MAIN TASKS AND RESPONSIBILITIES:

- 1. In common with all other staff:**
 - 1.1 To contribute and support the CIOL’s vision, values and strategic objectives
 - 1.2 To perform the role of a good ambassador for the organisation at all times
 - 1.3 To ensure security and confidentiality of all qualification and examination information handled
 - 1.4 To be proactive and flexible by supporting and assisting CIOL Qualifications staff and functions as and when necessary
 - 1.5 To promote our qualifications and examinations in collaboration with both CIOL and CIOL Qualifications staff
 - 1.6 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:**
 - 2.1 To handle a large volume of enquiries by phone and email
 - 2.2 To liaise with internal staff, external contacts and manage candidate enquiries, centre queries and registrations
 - 2.3 To provide prompt, accurate, valid and complete information as requested
 - 2.4 To follow communication guidelines, policies and procedures
 - 2.5 To process and maintain client data and records as requested
 - 2.6 To support all administrative aspects of information management (including highly confidential and sensitive information)
 - 2.7 To manage and maintain inboxes and electronic files as requested
 - 2.8 To assist with large volume mailings

- 3. Knowledge and Experience:**
 - 3.1 Educated to degree level, or equivalent
 - 3.2 Data processing experience an advantage
 - 3.3 Business administration experience an advantage

- 4. Skills and Personal Requirements**
 - 4.1 Good eye for detail and precision, ensuring own work meets high quality standards at all times
 - 4.2 Excellent communicator, with a very high standard of spoken and written English as well as an excellent grasp of English grammar and syntax
 - 4.3 Excellent telephone manner and sympathetic approach to customer service

- 4.4 Effective time management
- 4.5 Excellent organisational skills and confident in managing multiple tasks and prioritising workload
- 4.6 Intermediate use of IT - MS Office (specifically Excel and Word)
- 4.7 Quick to pick up IT systems and use databases
- 4.8 Excellent interpersonal and relationship skills at all levels

The above job description covers the main duties of this position as at July 2019.

CIOL Qualifications 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.