

Job Description	Client Services Advisor
Reporting To	Client Service Manager
<b>The Role</b>	<ul style="list-style-type: none"> <li>➤ All Client Service Advisors within Metric are the first point of contact resolution to customers through all access channels (phone / e-mail)</li> <li>➤ Respond to all types of customer enquiries and resolve wherever possible, taking ownership and resolving in quick time.</li> <li>➤ Carry out all administration functions relative to customer services effectively and within agreed service standards.</li> <li>➤ Promote and maintain excellent customer relationships and delivering outstanding Customer Service every time.</li> <li>➤ Answering calls in a professional and friendly manner</li> <li>➤ Replying to customer emails promptly, informing them of information and timescales in which work will be completed.</li> <li>➤ Be confident enough to ask questions and open to learning new skills.</li> <li>➤ Have the ability to work well within a diverse team as well as work independently when required.</li> <li>➤ Able to work with all levels of stakeholders from Managing Director to fellow Client Service Advisors</li> <li>➤ Always comply with businesses confidentiality and information security policies - (training provided).</li> <li>➤ Have a good understanding of GDPR &amp; Cyber security - (training provided).</li> </ul>
<b>Your Responsibilities</b>	<ul style="list-style-type: none"> <li>➤ To answer the phone within 10 seconds of the call connecting.</li> <li>➤ To answer customer e-mails within 1-hour of receipt</li> <li>➤ Learn all first line technical on all of our equipment to ensure you can best assist the customer and reduce engineer call outs</li> <li>➤ Always keep the customer informed, even if there are delays</li> <li>➤ Assist you line manager with any other additional duties</li> </ul>
<b>Employee Benefits</b>	<ul style="list-style-type: none"> <li>➤ We give all our employees 25 days annual leave plus all bank holidays and access to our pension scheme.</li> <li>➤ As an added extra we give you your birthday day off</li> <li>➤ We have recently moved everyone's hours down to 37.5 as we know how important free time is for you, your family and your mental health.</li> <li>➤ As a Metric employee you will have access to huge discounts at hundreds of very popular stores such as <i>Adidas, IKEA, Asda, ASOS, B&amp;M Bargains, Five Guys, Homesense</i> &amp; many more.</li> </ul>

	<ul style="list-style-type: none"> <li>➤ You have the benefits of an OnDemand GP service 24/7, not just for you but your family can also benefit from this outstanding service.</li> <li>➤ We also offer an excellent 'Cycle to work scheme' available for all employees – a cost-effective way to acquire a bike.</li> <li>➤ Salary sacrifice scheme available to all employees if you would benefit from a brand-new EV car</li> <li>➤ We sell EV chargers so if you would like one installed at your home, we can supply one at a hugely discounted cost.</li> <li>➤ Free Telephone or face-to-face counselling sessions if you ever need someone to talk to as well as inhouse Mental Health Champions within the business who are fully trained to help you when life gets a little tough.</li> <li>➤ Gym &amp; Health Club Discounts</li> </ul>
<b>Required Attributes</b>	<ul style="list-style-type: none"> <li>➤ Excellent communication skills</li> <li>➤ Customer service experience</li> <li>➤ Ability to work within a fast-paced environment, apply urgency to all aspects of the job</li> <li>➤ You must have a 'Right First Time' attitude.</li> <li>➤ Full understanding of how to use MS Office – Word/Excel</li> </ul> <p><b>Please note. Job vacancy is office based in West Swindon.</b></p>
<b>Equal Opportunities Statement</b>	<p>Metric is an Equal Opportunities Employer and will promote regardless of sex, sexual orientation, marital status, disability, religion, beliefs, colour, race, nationality, gender reassignment, ethnic or national origin.</p> <p>Our aim is to ensure that no job application or employee received less favourable treatment or is disadvantaged by employment conditions or requirements which cannot be shown to be justifiable.</p>
<b>Diversity &amp; Inclusion</b>	<p>Here at Metric Group, we are determined to build a business that is diverse - a mix of gender, age, nationality and religious persuasion. Specifically, we seek to embrace those who are neuro-diverse or physically less able, and we are always delighted to welcome LGBT+ members to our team.</p> <p>To help with our diversity efforts, we aim to eradicate unconscious bias in our recruitment process. Beyond training and discussions, we are taking this a step further: we anonymise all CVs we receive.</p> <p>No name, no picture, no nationality or gender, no university or hobbies, no age or references. When your CV is being assessed by our team, we only ever consider one thing: your skill set.</p>

	Once you've been shortlisted, we'll share everything we can about you with our interview panel, and we'll want to speak to you ASAP to know everything that's not on your CV; The rest of you!
<b>Health &amp; Safety Statement</b>	Under the Health & Safety at Work Act each individual has a legal responsibility for their own welfare and for the health and safety of others. Any queries you may have relating to health & safety matters should be raised in the first instance with your manager or Human Resources.

Employee Signature..... Date .....