

Client Relations Supervisor

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Company: Randstad

Location: Newtownabbey

Category: other-general

job details Are you an experienced Customer Service / Client Relations Executive with Supervisory or Team Leader experience? Can you offer exceptional client care in a corporate and professional environment whilst engaging and developing a small team to ensure business priorities and client expectations are exceeded? Due to continued growth, our client within the legal sector, specialising in Employment Law are keen to recruit an experienced Client Relations Supervisor / Team Leader for their Newtownabbey based practice. The successful applicant will play an integral role in maximising opportunities for business growth whilst becoming part of an established business and professional team.

Benefits: Competitive salary £23000 per annum plus bonus (approx +£3000 per annum)
35 hour working week Monday to Friday 9am-5pm, 1 hour lunch Glengormley BT36
location Onsite parking Pension & enhanced holiday package Significant scope for career development Requirements: Previous Team Leader / Supervisory experience within a customer orientated, corporate or contact centre environment essential Ability to allocate workload, supervise and engage a small team of 2-3 customer service / client relations advisors ensuring KPIs are achieved An interest within the Legal sector and employment law would be highly advantageous although not essential Professional communication and rapport building skills Strong administrative capabilities Efficient typing speed & diligent data entry skills essential Volume call handling or contact centre experience highly desirable IT Proficiency, MS Word, Outlook & database management Responsibilities: Supervising a team of 2/3 Client Relations Assistants in order to follow up new leads who have contacted the firm via its website, phone and email Ensuring the team achieve department goals and KPIs

exceeding client expectations and obtaining new business wins Allocating lists to CRA's and ensuring all new clients are contacted Prioritising stronger leads Capturing personal data and taking a detailed summary of their complaint with their employer Considering whether clients meet some predefined criteria. Informing people, with empathy, who do not meet the criteria that we are unable to assist their case Chasing paperwork from clients who have failed to return it Making detailed and chronological notes of calls before forwarding full details to solicitors for assessment Case management Accurate data entry All aspects of Administrative support as required Randstad Business Support acts as an employment business when supplying temporary staff and as an employment agency when introducing candidates for permanent employment with a client. Randstad Business Support is an equal opportunities employer and decisions are made on merits alone. ... Are you an experienced Customer Service / Client Relations Executive with Supervisory or Team Leader experience? Can you offer exceptional client care in a corporate and professional environment whilst engaging and developing a small team to ensure business priorities and client expectations are exceeded? Due to continued growth, our client within the legal sector, specialising in Employment Law are keen to recruit an experienced Client Relations Supervisor / Team Leader for their Newtownabbey based practice. The successful applicant will play an integral role in maximising opportunities for business growth whilst becoming part of an established business and professional team. Benefits: Competitive salary £23000 per annum plus bonus (approx +£3000 per annum) 35 hour working week Monday to Friday 9am-5pm, 1 hour lunch Glengormley BT36 location Onsite parking Pension & enhanced holiday package Significant scope for career development Requirements: Previous Team Leader / Supervisory experience within a customer orientated, corporate or contact centre environment essential Ability to allocate workload, supervise and engage a small team of 2-3 customer service / client relations advisors ensuring KPIs are achieved An interest within the Legal sector and employment law would be highly advantageous although not essential Professional communication and rapport building skills Strong administrative capabilities Efficient typing speed & diligent data entry skills essential Volume call handling or contact centre experience highly desirable IT Proficiency, MS Word, Outlook & database management Responsibilities: Supervising a team of 2/3 Client Relations Assistants in order to follow up new leads who have contacted the firm via its website, phone and email Ensuring the team achieve department goals and KPIs exceeding client expectations and obtaining new business wins Allocating lists to CRA's and ensuring all new clients are contacted Prioritising

stronger leads Capturing personal data and taking a detailed summary of their complaint with their employee Considering whether clients meet some predefined criteria. Informing people, with empathy, who do not meet the criteria that we are unable to assist their case Chasing paperwork from clients who have failed to return it Making detailed and chronological notes of calls before forwarding full details to solicitors for assessment Case management Accurate data entry All aspects of Administrative support as required Randstad Business Support acts as an employment business when supplying temporary staff and as an employment agency when introducing candidates for permanent employment with a client. Randstad Business Support is an equal opportunities employer and decisions are made on merits alone. skills attention to detail

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