NSC Customer Service Advisor

## Job details

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| **Job title:** | NSC Customer Service Advisor |
| **Department:** | National Service Centre |
| **Location:** | Bury St Edmunds |
| **Reporting to:** **(job title only)** | Team Lead |
| **Direct reports:** **(job title only)** | N/A |
| **Job purpose:** | * To provide support to all Vita Health Group clinical services, to include MSK, PTS, EAP and internal customers, ensuring a seamless customer journey
* To ensure that clients and customers are able to communicate with Vita Health Group without difficulty
* To actively promote and adhere to Vita Health Group mission statement
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| **Role and Responsibilities:** | Operational* Contact Clients to book their Physiotherapy or Physiological treatments within the agreed SLA.
* To efficiently handle the incoming calls, this includes the overflow counselling calls.
* To identify and effectively deal with any problems where appropriate or escalate to the relevant person within the business to ensure business continuity.
* Effectively deal with any client or patient telephone enquires ensuring that contract details and service requirements are relayed in a correct and confident manner.
* Correspond and converse with network clinics to ensure correct processing of referrals and obtain daily updates.
* Source new clinics when required to join our network ensuring we provide regular updates to the patients
* Call back voicemails within 1 hour of receipt

Any other reasonable duties as required. |
| **Additional information:** |  |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** |  | NVQ Level 2 business & Administration |
| **Experience** | * Customer service experience

  | * 2 + years office and administrative experience

Used to working in a busy office environment |
| **Skills/knowledge** | * Good interpersonal and communication skills, with a can do attitude
* Good organisational skills
* Good attention to detail and accuracy is required

Excellent written and spoken English |  |
| **Specialist training** |  |  |
| **Personal competencies and qualities** | * To conduct yourself in a professional manner, establishing and maintaining appropriate and professional relationships with team members
* Flexible and positive approach to work

Must be legally entitled to accept and perform work in the UK |  |

# Version Control

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| Owner: |  | Review: | Annually | Classification: | 1 (Proprietary) |
| Author: |  | Version: | V1.1 | Status: | PUBLISHED |
| Date Published: | 31/07/20 | Code: |   |  |  |

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| Version: | Date: | Summary of Changes |
| 1 | 31/07/20 |  |
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