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| **Job title:** | Customer Service Agent |
| **Reporting to:** | Customer Service Manager |

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| **Department:** | Support Services | **Location:** | Orpington |
| **Hours :** | Full Time | **Salary:** | £18,000 |

**Purpose of the Role**

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| As a customer service agent you will be the face and voice of Vita Health Group  Acting as an extension of the firm’s brand and core values, the purpose of this role is accomplished by treating each Patient in a courteous manner, greeting them and answering every question in a pleasant and efficient manner.  You will be responsible for taking inbound calls from patient’s who want to book, cancel or reschedule their appointments and making outbound calls to book their first and further follow up appointments.  You will also cover the reception area, ensuring that all patients are welcomed in a courteous manner.  This role requires a clear concise communicator who is able to work under pressure. |

**Key Responsibilities**

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| * Answer all incoming telephone calls in a timely manner. * Booking customer appointments by way of outbound calling. * Responding to queries where possible and passing on accurate messages where not. * Monitor and manager voicemails and emails ensuring they are responded to in a timely manner. * Working closely with the NHS and Private Administrators to resolve patient’s queries. * Entering new and updating Patient information into system. * Identifying and escalating priority issues. * Documenting all call information according to standard operating procedures. * Managing your own activities and completing these within reasonable time frames. * Covering the Reception area, ensuring you greet all patients and visitors to the clinic in a polite and courteous manner. * Communication with clinical staff where a patient is going to be late or needs to reschedule their appointment. * Completing daily Reception tasks such as banking, scanning, franking of post and ensuring future appointments are booked correctly. * Any other ad hoc duties to support the Customer Service and Administration function of the business. |

**Skills and Experience**

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| * Excellent customer service skills * Excellent attention to detail * Able to use own initiative | * Excellent organisational skills * Excellent understanding of the importance of team work * Excellent written and spoken communication skills |