

Position: Client Services Advisor

CMS is a unique cash management consultancy company which specialises in realising 7 figures cost savings for our clients. We are the market leader in cash management solutions and have clients such as Sainsbury's, Travelex Limited, BP and Matalan. A unique opportunity has now arisen for a Client Services Advisor to work with our clients and their suppliers to advise them on solutions to their cash management problems.

This is a really exciting opportunity for someone who is enthusiastic and willing to play a key role in the CMS team. Not only does this position offer the chance to work with an exciting range of clients, but it also offers full training and a competitive package.

Responsibilities and Duties

Based at our offices in Stockton Heath, you will be responsible for communicating cash management issues to our client's suppliers and informing our clients of the responses.

Responsibilities include:

- To respond promptly to client calls in a professional, polite and friendly manner.
- Capable of maintaining an effective conversation whilst using a keyboard.
- Log information and resolutions accurately within the call logging system ensuring detailed relevant records can be followed by colleagues.
- Deliver operational services to clients in line with accepted call times.
- Identify calls that are outside normal expectations and liaise with the manager immediately to ensure a resolution is achieved.
- Co-operate with the manager to support the delivery of our service in the most cost-effective manner.
- Ensure that standard policies, processes and documented instructions are implemented and operated efficiently.
- Complete all paperwork fully and accurately to meet required standards and work procedures.
- Co-operate with management in all aspects of continuous improvement.
- Produce standard and non-standard reports for clients.

Person Specification

- Highly organised and be able to work as part of a team.
- Outstanding customer service ethic
- Excellent verbal/written communication skills
- Good IT skills and knowledge of MC Office
- Ability to work to a high standard of accuracy with attention to detail and excellent follow-up skills
- Enthusiastic and positive manner

Package

- Salary circa £17,000 plus Company Bonus Scheme
- BUPA Healthcare, Death in Service and Pension contribution subject to completion of satisfactory probationary period

For more information see www.cashmanagement.co.uk or contact Andrea Donafee on 01925-412-900.