



**Role Description: Customer Services Consultant      Reports to: Customer Services Manager**

**Objective of the position:** The purpose of the Customer Services Department is to respond to the needs of customers in a polite, efficient and informative manner at all times.

As the front line of the company, the Customer Services Consultant is often the first impression a client will have and as such they must endeavour to be a good representative and ensure that customer satisfaction is consistently delivered.

### **Job description**

#### **Frontline**

Attend to incoming enquiries, by phone and email  
Call handling duties: logging, assigning and tracking enquiries  
Answering incoming office calls from worldwide, transferring and conferencing.

#### **Ongoing**

Monitoring of world news services for breaking news  
Assist in research, for corporate profiles, analyst/security reports and for evacuations  
Assist with daily web updates - scrolling news  
Identifying and issuing security alerts via sms and email  
Provide product advice and information on both personal memberships and corporate services  
Managing client subscriptions to various in house on-line publications.  
Assist with crisis management and responses.

24/7 365 environment.  
Shifts - including weekends and public holidays

### **Person specification**

- Excellent written communication skills – is able to deliver in written format the appropriate advice and information
- Excellent verbal communication skills – has the ability to convey information verbally to fellow team members and clients. Ability to speak clearly, confidently and understandably in order to discuss issues for clarification and explanation; ability to answer queries in a concise manner
- Good attention to detail
- Must be able to multi-task and be proficient in own time management
- Ability to work alone, good evidence of self motivation
- Must be amicable and professional
- Maintain personal effectiveness and consistency of performance when working under personal and/or work related pressure/stress
- Able to handle calls from distressed or irate clients and ability to tolerate rejection and continue to achieve objectives despite setbacks
- Display willingness to participate in team activities
- Demonstrate ability to contribute and identify team activities
- Show the ability to initiate and recommend team activities
- Must have basic computer literacy