**Customer Service / Administrator**

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| Department | Ontime Reports |
| Reporting to | Medical Agency Administrator  |
| Responsible for | n/a |
| Job description updated | January 2015  |

**Role**

Ontime Reports Ltd is a specialist medical agency, which provides appointment-booking support to personal injury lawyers and their clients. We are currently seeking to recruit a Customer Service / Administrator to join our small and friendly company. This is an exciting opportunity for a hardworking motivated individual to join our expanding team.

We have available both part time and full time roles:

* Part time roles will be working a minimum of 20 hours a week Monday to Friday with hour negotiable between 8am and 9pm.
* Full time roles will be 8:30am-5:30pm Monday-Thursday and 8:30am to 5pm Friday

**Job description**

* Processing incoming mail into the case management system
* Instructing experts to provide reports on behalf of instructing solicitors
* Chasing experts for appointments, reports and other information as required
* Providing customer service support to solicitors, clients, experts, and their secretaries
* Communicating effectively with team colleagues
* Accepting additional ad hoc tasks when requested

**Person specification**

Required Qualifications/Training

* GCSE English & maths at Grade C or above, or equivalent

Required Attributes

* Experience of dealing with customers on the telephone
* Knowledge of Microsoft Office packages including Word and Outlook
* Excellent standard of written and spoken English
* Ability to maintain client confidentiality at all times
* Ability to deal with high volumes of work and manage conflicting priorities
* High levels of accuracy and attention to detail

Desired Attributes

* NVQs or qualifications in business administration
* Experience of working in a law or legal services firm
* Knowledge of Proclaim or other case management systems

**Salary and holidays**

* Salary will be £15,000 (pro rata for part time roles)
* 23 days holiday per annum, plus bank holidays.

At Ontime Reports Ltd, we rate skill and ability above all else and therefore our recruitment policy encourages applications from all.

Please email recruitment@ontimegroup.co.uk with your CV and Covering Letter.