**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](mailto:recruitment@ontimegroup.co.uk) with your CV and Covering Letter.