

Job Description:

Client Services Advisor

General role information	
Job Title:	Client Services Advisor
Reporting to:	Team Manager
Salary Band:	UK Non-Clinical 11
Notice period:	
Budget Responsibility?	No
Contract type?	Permanent
Direct Reports?	No
Client facing role?	No
Key stakeholders – internal?	Yes
Key stakeholders – external?	Yes
About MSI Reproductive Choices	
<p>MSI Reproductive Choices is a marketing focused, results oriented social enterprise. We develop efficient, effective and sustainable family planning programmes in the UK and overseas. The UK division provides services to men and women over 130,000 times a year. The primary responsibility of this role is to further MSI UK's Goal: the prevention of unwanted births and its mission of ensuring the individual's right to: children by choice not chance.</p>	
The department/team	
<p>We are looking for confident and empathetic Client Service Advisors to join our busy Bristol contact centre. Day-to-day you will provide exceptional, consistent levels of service to both our clinics and our clients to achieve high levels of satisfaction via the telephone. Remaining non-judgemental and empathetic, you will have a high level of knowledge of the services we can provide, in order to offer full and non-biased information at all times. As well as providing information, you will be making appointment bookings for our clinics by balancing the client's needs with appointment availability.</p>	
The role	
<p>We want individuals who support our mission of eliminating unsafe abortion by 2030 and who work with us to build an enabling environment to increase access to safe services everywhere. We expect all team members to share our vision and commitment to achieving our mission whilst promoting equality and safeguarding the welfare of all clients and colleagues.</p> <p>To succeed in this role, you must have:</p>	

All MSI Reproductive Choices job descriptions are subject to a language neutrality test prior to approval and we're always looking for new ways to make our recruitment process as fair and unbiased as we can. If you'd like to provide feedback on MSI Reproductive Choices UK recruitment process, please do so via email to

Resourcinguk@MSIChoices.org

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- A Pro-choice outlook on abortion with an empathetic and unbiased nature
- Experience of working within a contact centre role either inbound or outbound
- Confident in the use of various computer systems
- Worked in a customer service environment, desirably in the health care industry over the telephone or face to face
- A second language would be great as we often help people who are non-English speaking. However, this is not a pre-requisite for the role!

Key Responsibilities

Quality

- Consistently giving an exceptional level of service to both internal and external customers. Being fully informed of MSI Reproductive Choices and our services in order to provide full and non-biased information to our clients at all times.
- Remaining non-judgemental and empathetic to clients who seek support from our Call Centre Services.

Communication

- Proactively anticipating and adapting to individual client needs.
- Keeping up to date with business communications and changes to our services and contract updates.
- Dealing with complaints in a professional manner in accordance with our company standards.

Complete and accurate information

- Making appointment bookings by balancing client needs with appointment availability. Ensure the correct booking is made by developing and maintaining knowledge on MSI UK's goal, mission, competitive environment, organisation and structure as well as products knowledge, including a full range of services offered. Also, advising suitable client groups which will assist in providing information to clients.

Provide a seamless service

- Correctly entering all the client information and appointment booking details in to the system / database. Entering notes accurately reflecting each call ensuring a seamless service can be delivered upon client's arrival at an MSI clinic.

Feedback

- Contributing fully and constructively in team meetings, performance feedback, coaching sessions and training courses / workshops. Being receptive to and acting upon feedback and coaching.

Personal Responsibilities

- Teamwork - Interact in an open environment and demonstrative the MSI UK team member behaviours at all times.
- Time keeping - Ensuring that you arrive within plenty of time and are prepared to be ready to take calls at the start of your shift. Adhering to scheduled breaks / bookings.
- Attendance - Ensure regular attendance and follow the local and corporate attendance policies at all times.
- MSI UK Standards - Being professional and respecting all company standards, guidelines, policies and procedures.
- Employee Handbook - keeping up to date with the employee handbook ensuring you have a full understanding.

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- Performance Plus - Measuring and monitoring your progress and development against the job framework and behaviours. Actively seeking to develop relevant skills to your role, utilising the resources available to you.
- Training / Coaching - Actively taking part in coaching / training session, being receptive to constructive feedback and to use this constructively to improve performance.
- Product Knowledge - develop and maintain knowledge on MSI UK's goal, mission, organisation and structure and competitive environment as well as product knowledge including a full range of services offered
- Mandatory Training - Annual mandatory training is successfully passed and maintained. (ie, Safeguarding and Information Governance)

Please note that you may also be required to carry out reasonable additional ad-hoc duties, at the request of your line manager.

Please read this document in conjunction with the Person Specification for the role.

Signature

By signing below, you indicate that you have read and agree to this job description.

Full name:

Signature:

Date: