

# Client Service Advisor



## Job Framework

Job Title	Client Service Advisor	Cost Centre	21005
Location	One Call, Bristol	No. of Direct Reports	N/A
Reporting to	Team Manager / Leader	Budget Responsibilities (Y/N)	No

### The Function

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**.

### The Role

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.

### Key Responsibilities

#### Quality

- Consistently giving an exceptional level of service to both internal and external customers. Being fully informed of Marie Stopes International 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.

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## 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 demonstrate 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.
- 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)

## Experience (essential/desirable)

- Client / Customer contact experience gained within the service sector
- Exposure to medical practice / healthcare (desirable)
- Professional telephone experience
- Experience working to targets

## Qualifications and Training (essential/desirable)

### Qualifications:

- GCSE (or equivalent) standard English language □ GCSE (or equivalent) standard Maths (desirable) **Skills:**
- IT literate; familiar with Windows applications and Microsoft Office Packages
- able to convey information in a clear, concise and warm manner
- ability to work as part of a team and liaise with people of all levels
- possess a clear, warm and professional telephone manner
- excellent attention to detail

## Personal Attributes

- enjoy working as part of a team
- enjoy working in a busy environment
- flexible in times and hours of work
- systematic, self-disciplined and organised
- self-confident and conscientious
- diplomatic, tactful and discreet
- client focused, gaining satisfaction from providing a high-quality service
- pro-choice on abortion

- identify with the goals and objectives of MSI UK
- enjoy working to and achieving personal and team targets
- maintain positive behaviours

## MSI UK Behaviours and Values

### Team Member Behaviours

#### Work as One MSI UK

- You contribute, use, and share accurate data and evidence to improve understanding, insight and decision-making across MSI UK, enabling us to maximise our ability to influence others.
- You share relevant knowledge, expertise and resources to strengthen teamwork and prevent duplication of effort.
- You actively work as part of a team, providing support and flexibility to colleagues, demonstrating fairness, understanding and respect for all people and cultures.

#### Show courage, authenticity and integrity

- You hold yourself accountable for the decisions you make and the behaviours you demonstrate.
- You are courageous in challenging others and taking appropriate managed risks.

#### Develop and grow

- You seek feedback to enable greater self-awareness and provide the same to others in a way which inspires them to be even more effective.
- You manage your career development including keeping your knowledge and skills up to date.

#### Deliver excellence, always

- You strive to consistently meet and exceed expectations, putting clients at the centre of everything, and implement smarter, more efficient ways of performing your role.
- You build and maintain effective long-term working relationships with all stakeholders, and are a true MSI UK ambassador.

#### Leadership (For Leaders only)

- You inspire individuals and teams, through situational leadership, providing clear direction.
- You seek and provide opportunities which motivate team members, helping to develop skills and potential whilst strengthening our talent and succession pipeline.
- You are aware of emerging developments in our sector, demonstrating strategic insight about our clients and business and encourage this in your team.
- You articulate a vision of the future which inspires and excites others.

### MSI UK Values

- **Mission driven:** With unwavering commitment, we exist to empower women and men to have children by choice not chance
- **Client centred:** We are passionate about our clients and dedicate our efforts to delivering agreed objectives to the highest possible quality
- **Accountable:** We are accountable for our actions and take responsibility for everything we do to ensure long term sustainability and increased impact.
- **Courageous:** We recruit and nurture talented, passionate and brave people who have the courage to push boundaries, make tough decisions and challenge others in line with our mission