

## Job Description

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### **Apprentice Appointment Co-ordinator**

Do you strive to deliver excellent customer service? If so this could be the ideal role for you.

About the company - As specialists in our field, we understand that the area around Wills and Trusts can be emotional and often a daunting task, therefore we make it our priority to put your mind at ease and make the process as smooth and easy as possible for you. We are professional and friendly, providing you with a confidential and expert service with fully flexible, ongoing lifetime support.

#### **Description:**

The candidate must be a quick thinker, able to work as a team, able to use own initiative, show a willingness to learn, be able to meet targets, work in a fast paced environment.

Answer inbound calls as well as assist customers who have specific inquiries  
The candidate must have good communication skills and a pleasant telephone manner.

Build customer's interest in the services and products offered by the company  
Be able to manage databases, keep accurate records and have diary management skills.

Be able to meet agreed appointment targets

Be able to build an excellent rapport with consultants & liaise with them on a daily basis.

Managing filing systems

Liaising with other administrative teams

Responding to customer enquiries and complaints

#### **Skills:**

Friendly, courteous, professional and persistent

Hard working, motivated, proactive and enthusiastic

Good team worker in a sales oriented environment

Good time management and good information technology skills

Full initial & ongoing training will be provided. Candidates must be fluent in Urdu/Punjabi.

This is a Customer Service apprenticeship role where you will be supported by the employer and training provider and you will work towards a Customer Service Level 2 qualification.

To apply please send your CV to: [sam@qdostraining.com](mailto:sam@qdostraining.com) or visit [www.qdostraining.com](http://www.qdostraining.com) and apply via our website.