**JOB DESCRIPTION**

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| **Company Name** | Trinity Care at Home |
| **Job Title** | Client Services Advisor |
| **Reporting to;** | Head of Client Services |
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| **Objectives and Responsibilities** | |
| **Objective**  *The successful candidate will be responsible for being the first point of contact for Trinity Homecare and its associated brands and service lines. Reporting to the Group Head of Sales, the Client Services Advisor will be passionate about delivering exceptional customer service with a high degree of empathy.*  *Advancing customer enquiries through to the start of care, the CSA will use a consultative approach with strong objection handling and strategic follow-up skills.*  *The CSA will work within a team delivering excellence for clients and seamless collaboration with operations teams.*  **Responsibilities**   * Be a positive, self-motivated individual with a strong work ethic to help as many customers as possible. * Possess empathy and understanding for customers that are often going through complex challenges. * Build rapport quickly with customers and steer the conversation through thoughtful discovery questioning. * Be a resource to the customer, understanding the available solutions, communicating the key differences, and guiding the decision to the most appropriate service available. * Maintain a pipeline of customers that are not ready to make their purchase decision but through strong rapport and tailored follow up activity. * Create and maintain a strategy for each prospective client assigned. Meet the high customer service expectations of each customer. * Understand and maintain KPI performance in line with targets. * Work with absolute transparency, great integrity and a positive approach to learning and challenges. * Understand the full range of services across the brands, with the knowledge to guide the customer’s choice. * Be a strong, responsive, and positive link with operational colleagues. | |
| **Core Duties** | |
| * To ensure that customers’ enquiries are met swiftly, professionally and effectively. * Effectively manage an assigned lead group, meeting or exceeding customer service expectations. * To be part of a positive, mutually supportive and effective CRA team. * Comply with GDPR requirements. * Ensure data integrity and record keeping across the sales function. * Promote good working relationships across the multiple brands and services of the group. * Carrying out such other responsibilities as the leadership team may determine from time to time. | |
| **Key Relationships** | |
| * **Internal:** CSA team, Operations teams, Business Managers, Care Managers, Sales & Marketing Director, Marketing team. * **External:** All potential and current business referral relationships. All potential and current clients and their families. All partner agencies and supporting teams. | |
| **Person Specification** | |
| **Job Knowledge, skills and experience:**   * Shows a drive and passion for winning new business. * Consultative sales experience in a high value or complex environment. * Excellent interpersonal spoken and written skills. * Demonstrable success of increasing business growth through winning business via a consultative sales approach * Demonstratable skills of gaining commitment and strong objection handling techniques * Technically able to use CRM systems. * Great attention to detail. * High energy level, self-starter, and ability to handle conflicting and competing priorities. * An ability to embrace fast paced change and learn new systems and processes. | |
| **Additional information:**   * Subject to DBS check and references | |

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| **Note** |
| This job description is intended to give the post holder an appreciation of the role envisaged for this position and the range of duties undertaken. Specific tasks and objectives will be agreed with the post holder throughout the period of employment. The job description may be varied from time to time by the company to reflect changes in the post holder’s role and/or the needs of the business. |

I have read and understood this job description and understand that it is subject to change depending upon business requirements. I understand that due to the nature of this role, I am expected to fulfil any other activities as may be required to ensure the business is fully operational meeting all legal and compliance requirements.

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_