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**Customer Service Advisor – Norwich** - **Full Time**

Due to recent expansion, we are currently looking to recruit a Full-Time Customer Service Advisor to provide support services from our Norwich Clinic. PAM OH Solutions is Health and Wellbeing provider, which provides a variety of services to clients based throughout the UK.

**The role will involve:**

* Owning and resolving customer service queries and problems at first point of contact.
* Managing and maintaining the booking of appointments.
* Dealing with a high volume of incoming calls.
* Working effectively within a small team.
* Communication with clients, field-based staff, colleagues and Clinics nationwide ensuring all requirements are met.
* Updating information using our internal system.
* Monitoring an email inbox and dealing with enquiries.
* Administration tasks as required.
* Reception cover when necessary.

**The ideal candidate will have the following skills:**

* Excellent Customer Service skills essential.
* Highly organised and process driven individual with the ability to work to deadlines & prioritise.
* Effective Communication skills in order to liaise with other departments and colleagues to achieve results.
* Highly motivated with the ability to use own initiative.
* Computer literacy - MS Office, (Excel, Word, PowerPoint).

**Hours:**

You will work Monday – Friday, 40hrs per week.

**The benefits package includes:**

* Pension Scheme.
* Health Scheme.
* Life Insurance Scheme.
* 33 Days Annual Leave Including Bank Holidays.

This role would be suitable for someone currently working as a Customer Service Advisor or a Client Services Co-ordinator.

Apply now!