

Client Relations Administrator

We are looking to recruit a candidate for the role of Client Relations Administrator. The Client Relations Administrator will liaise with Clients and other areas of the business with the aim of finding a quick solution to a complaint.

They will Vet, log and acknowledge complaints within set timescales. Conducting outbound calls on all complaints to strive to resolve a high percentage of complaints over the phone. For formal complaints they will assist with data gathering information to support the decision-making process.

The Position and Duties will include:

- general administrative support to the team
- answering telephone calls
- management of the Client Relations mail box
- listening to calls and identifying if the content is a true complaint
- logging new complaints, concerns and errors on complaints database
- calling clients
- acknowledgement of complaints
- identifying type of complaint and allocating work to the Client Relations team
- liaising with business to ensure that complaint referrals are completed and sufficient information is obtained to investigate the complaint
- diary management 4 & 8 week letters
- liaising with Accounts team to ensure payments are reconciled
- offer chasers & withdrawals
- management of complaint log - ensuring cases are completed and records complete
- feedback to business following complaint investigation
- monitoring of outstanding action plans following feedback and Root Cause Analysis
- FOS/TPO referrals - sending files/liasing with case handler to provide responses
- maintaining accurate records
- assistance in preparation of management information

The applicants must possess a high degree of interpersonal skills and be able to prioritise workloads on a daily basis to accord with both internal and regulatory service levels. Full training on internal and company processes will be provided.

Candidates must be computer literate.

The hours are 9.00am - 5.30m Monday to Thursday, 9.00am - 5.00pm Friday.

Start date: Immediately

Duration: Fixed-Term for 6 months

Location: Temple Quay, Bristol, BS1 6DZ

Person Specification: a full job description is available upon request

All candidate will be asked to confirm their eligibility to work in the in the UK at interview stage and to provide evidence of it on appointment. Please note that successful candidates will be subject to a criminal records and personal credit check.

We'd love to hear from you so here's how to apply: Please send your CV, along with a brief covering email to recruit@curtisbanks.co.uk