



Post: eduFOCUS Limited
18 Deben Mill Business Centre
Woodbridge
Suffolk
IP12 1BL

Tel: 01394 775 250
Email: info@edufocus.co.uk
Web: www.edufocus.co.uk



Full Time Vacancy: Client Services Assistant

An opportunity for a rewarding career within our small, vibrant and friendly team. eduFOCUS Limited seeks an enthusiastic, competent and experienced Client Services Assistant to be based at its Woodbridge office.

eduFOCUS is a successful and expanding IT company that specialises in providing niche web services (portals) to more than 130 Borough and County Councils and more than 25,000 schools across England, Scotland and Wales.

Successful applicants will be well organised and self-motivated individuals that are used to working with minimal supervision, handling a number of tasks and taking direction from company colleagues.

Key points:

- ✓ Full-time permanent contract
- ✓ Salary £20,000 per annum
- ✓ 36 Hours (Monday – Friday)
- ✓ Excellent, clear, personable telephone manner
- ✓ Excellent written communication skills
- ✓ Solid IT skills including MS Word & Excel
- ✓ Experience of creating marketing literature is desirable

Please send a letter of application and CV to jobs@edufocus.co.uk

Closing date: Sunday 16th September 2018

Interviews to be held: 26th September 2018



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Job Description

Job Title:	Client Services Assistant
Work Base:	Woodbridge Office
Position reports to:	Line Manager
Job Purpose Summary:	To provide first point of contact for enquiries, administer client accounts, develop and implement marketing strategies and provide support to colleagues and Company Directors.
Key Responsibilities:	<ol style="list-style-type: none">1. Provide telephone and email 'first point of contact' support for existing clients and prospective clients (technical and other)2. Where appropriate, forward enquiries and support requests to relevant colleagues.3. Record all client contact on company's electronic Customer Management System (eCMS).4. Collate and distribute product information/documentation to existing & prospective clients.5. Setup new clients on eCMS. Book appointments where required.6. Liaise with colleagues and clients to arrange product demonstrations and trials.7. Complete administrative tasks related to implementing new orders, renewal orders and client invoicing.8. Create and publish marketing materials.9. Perform data input/management tasks.10. Assist Company Directors as necessary.11. Support, and provide cover as required.
Hours of Work:	36 Hours (Monday – Friday)
Remuneration:	£20,000 per annum
Holiday Entitlement:	28 days (to be taken during school holidays)
Contract Type:	Full-time - permanent



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Personal Specification: Client Services Assistant

		Essential	Desirable
Personal qualities	Excellent written communication skills Excellent verbal communication skills Attention to detail Willingness to help others & learn new tasks Quickly incorporate new ideas/information into working practices Good time keeping Ability to prioritise Flexible, cheerful and committed approach to work. Effective problem solving abilities	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Personal competencies	Personal commitment to quality and excellence Ability to relate to colleagues and customers in a positive and constructive way Resilience to working in an ever-changing dynamic environment Ability to work effectively as part of a team Demonstrate empathy, anti-discriminatory behaviour, and understanding of service users needs Trustworthiness. Willingness to travel to events where required	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Ability to perform certain tasks	Excellent keyboard skills Managing & prioritising emails Using Microsoft Office Computer literate Writing documents for different recipients Undertaken training in computers and software packages such as Microsoft Windows & Office Previous knowledge of office systems Previous marketing experience (including working with Adobe products)	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>
Work related competences	Office experience GCSE (grade C or above) or equivalent in English GCSE (grade C or above) or equivalent in Mathematics	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>