



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

eduFOCUS has an excellent opportunity for a Client Services Assistant to join our small, vibrant and friendly team. You will provide client assistance, care and support for EVOLVE, our market leading software. EVOLVE is widely regarded as the industry standard Trip, Club and Activity management solution for schools, academies and colleges in the UK and beyond. The position will be based at our Woodbridge (Suffolk) office and the main duties include assisting existing and prospective clients with their queries, processing invoices and receipts, arranging and managing the return of client contracts, and managing office supplies.

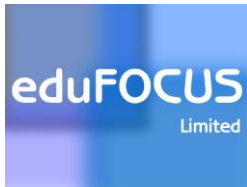
Most of our staff have been with us for many years, and we believe that a consistently motivated team is important to us and our clients. Initial and ongoing comprehensive industry and product training will be provided to support you in all aspects of your work.

Everyone in our team works closely together sharing ideas and assisting each other in different areas of the business where necessary. The successful applicant will be an enthusiastic team worker that is well organised, self-motivated to work with minimal supervision, able to handle several tasks simultaneously, and a confident communicator.

This post provides excellent opportunities for both people with extensive previous experience of similar work, and for those looking to start a new career path.

Key points:

- ✓ Full-time permanent contract
- ✓ Salary £20,000-£25,000 per annum
- ✓ 36 Hours (Monday – Friday)
- ✓ Assisting clients with general queries
- ✓ Processing invoices and receipts
- ✓ Managing client contracts
- ✓ Conducting routine client reviews



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

Duties include:

- Becoming an expert in all aspects of our software and related management processes within schools
- Providing (non-technical) telephone, email and online chat support to clients and prospective clients
- Raising client invoices for services received using our Client Management System
- Recording client invoice payments received in our Client Management System
- Recording company expenses paid in our Client Management System
- Generating client contracts and renewals
- Monitoring the return of signed client contracts
- Managing office supplies and placing orders where required
- Following up enquiries, previous demonstrations and quotations
- Reconciling invoice and payments received against bank statement
- Managing and conducting routine client reviews to ensure that clients are satisfied with the services received
- Occasionally attending User Events and Industry Exhibitions around the UK
- Supporting colleagues in other areas of the business

Required skills and experience

- Excellent command of the English language
- Excellent computer skills
- Excellent verbal and written communication skills
- Ability to learn and adapt to changes
- Ability to take the initiative to proactively identify tasks requiring attention
- Ability to seek assistance from colleagues where required
- Previous relevant experience is beneficial but not essential
- You will be confident and able to focus on tasks
- You will be able to work well in a small team, communicating with colleagues at all levels and will make a positive contribution to our relaxed, but hard-working office environment

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

Closing date: Wednesday 28th March 2018

Interviews to be held on Tuesday 3rd April 2018



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

Job Description

Job Title:	Client Services Assistant
Work Base:	Woodbridge Office
Position reports to:	Line Manager
Job Purpose Summary:	To provide non-technical client support and administrative tasks related to contracting and invoicing.
Key Responsibilities:	<ol style="list-style-type: none"> 1. Building and maintaining relationships with clients. 2. Provide (non-technical) telephone and email support to clients and prospective clients 3. Setup new clients on eCMS. Book appointments where required. 4. Record all client contact on company's electronic Customer Management System (eCMS). 5. Raise client invoices for services received using our Client Management System 6. Record client invoice payments received in our Client Management System 7. Reconciling invoice and payments received against bank statement 8. Record company expenses paid in our Client Management System 9. Generate client contracts and renewals 10. Monitor the return of signed client contracts 11. Manage office supplies and place orders where required 12. Perform data input/management tasks. 13. Follow up enquiries, previous demonstrations, quotations etc. 14. Manage and conduct routine client reviews to ensure that clients are satisfied with the services received 15. Collate and distribute product information/documentation to existing & prospective clients. 16. Liaise with colleagues and clients to arrange software demonstrations and trials. 17. Where appropriate, forward enquiries and support requests to relevant colleagues. 18. Occasionally attend User Events and Industry Exhibitions around the UK 19. Support colleagues in other areas of the business 20. Assist Company Directors as necessary. 21. Support and provide cover as required for colleagues.
Hours of Work:	36 Hours (Monday – Friday)
Remuneration:	£20,000-25,000 per annum
Holiday Entitlement:	28 days (to be taken during school holidays)
Contract Type:	Permanent Full-time



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

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"/> <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 experience of working in a school environment Previous experience of managing client relationships Previous marketing experience (including working with Adobe products) Ability to travel using public transport and your own vehicle	<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 checked="" 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"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input 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 Holder of a Full UK Driving License	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>