



## JOB DESCRIPTION

Role Title: Client Services Advisor			
Responsible to	Client Services Team Leader	Responsible for	N/A
Job Description			
As an integral part of the success of our business the Client Services Team have responsibility for the management of new agency leads, completing Customer Compliance Packs as instructed and converting leads received into confirmed conveyancing instructions to refer on to our legal panel.			

<b>Job Requirements</b>	
<ul style="list-style-type: none"> <li>• Adhere to the ASAP protocols</li> <li>• Make outbound calls to potential conveyancing clients to promote the company's services, fees and processes and convert these into confirmed instructions</li> <li>• To manage tasks associated with lead conversions</li> <li>• To obtain accurate details from the conveyancing clients to enable AML checks to be carried out</li> <li>• To conduct AML checks and forward these to the referring agents</li> <li>• Confirm all client information in the Hoowla system is accurate and update/amend as appropriate</li> <li>• Undertake other sales team administrative tasks as directed</li> <li>• Ensuring all relevant information is imported into appropriate spreadsheets</li> <li>• Maintaining high standards of professionalism at all times</li> <li>• Ensure all relevant feedback relating to leads not converted is captured in the ASAP systems</li> <li>• Effectively develop relationships with referring partners</li> <li>• Obtaining payment from clients where specified</li> </ul>	

<b>Person Specification</b>	
<ul style="list-style-type: none"> <li>• Excellent communication skills and professional telephone manner</li> <li>• Exceptional attention to detail in all tasks</li> <li>• Strong customer service focus</li> <li>• Self-motivated and ability to use initiative</li> <li>• Experience working within a professional, office environment</li> <li>• Computer literate</li> <li>• Ability to multi-task and prioritise tasks</li> <li>• Diary and Task Management</li> <li>• Team Player</li> </ul>	

To apply, send your CV and covering letter to [Careers@completeasap.co.uk](mailto:Careers@completeasap.co.uk)