

Title: Bookings Co-ordinator

Reporting To: Bookings Manager

Department: Bookings, Norwich Office

About us

Operating in the UK since 1993 QMS International provides professional consultation and support for Organisations that require a hassle free and cost-efficient route to ISO Certification.

We have proudly been delivering internationally recognised Management Systems for 25 years, with the aim of 'making businesses better'. Our growth plans are ambitious. Our customer base has grown significantly over the past few years and this growth will continue – that's where you come in.

Role Description

We are looking for an excellent communicator, with a polite and friendly telephone manner and first-class organisation skills to join our busy Bookings Team. The team is responsible for managing the diaries and booking system for our 80+ Consultants – who are located nationwide.

Your duties will include, but are not limited to:-

- Talking with customers via telephone and email to book appointments
- Validating client contact details
- Booking appointments into Field Staff diaries
- Assessing the skills and location of the Field Staff to ensure the right Consultant attends a client visit (considering skillsets and mileage)
- Booking accommodation
- Dealing with client objections and challenges to retain diary appointments wherever possible
- Identifying customer issues and provide appropriate solutions, referring them to the Bookings manager when necessary
- Identifying and refer any up-sell/cross-sell opportunities.

Skills

- Excellent communication skills (both verbal and written) and a polite and friendly telephone manner
- Good organisational skills and the ability to multi-task and prioritise
- Must be computer literate
- Attention to detail
- Negotiation skills
- Able to work under pressure and react to change in situations/client objections ie. cancellation of appointments
- Accurately input information in a timely manner
- Geographical knowledge advantageous, but not essential.

Contract: Full-time, Permanent (Mon-Fri 9am – 5pm).

Benefits: Team based and personal performance-based commission (paid monthly in arrears), Pension, Health Plan, 5 weeks' holiday, plus birthday day off, plus 8 paid Bank Holidays, Gym discounts.