

Role Description and Responsibilities

Role: Bookings Support

Reporting To: Booking Department Manager

Department: Booking Department - Norwich Office

Contract: Full-time, temporary – 6 months (Mon-Fri 9am – 5pm)

Salary: £17-18 000 per annum

Benefits: 5 weeks' holiday pro rata plus paid Bank Holidays & additional day for your Birthday if this falls within the 6-month contract time period. You will also be paid for any Bank Holiday days during the 6-month contract. Pension scheme.

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 and we're part of the private equity owned Citation Group. Our customer base has grown significantly over the past few years and this growth will continue – that's where you come in.

This document outlines the role and responsibility of the Bookings Support Role. Whilst this list is as complete as practicably possible, there may be elements not included below that form part of the role that can reasonably be requested of the member of staff as appropriate. This document may also be updated in the future, however this will be communicated with you in writing.

Primary Functions

Task	Description
Bookings Support	<p>This includes, but is not limited to:-</p> <ul style="list-style-type: none"> ▪ Work directly with customers via telephone and email to confirm appointments on a live database using a diary system. ▪ Validate address and contact details as well as updating details on the client record. ▪ Deal with client objections and challenges to retain diary appointments where possible. ▪ Communicating any diary changes with the field consultants. ▪ To make the team aware of cancellations and space in the diaries. ▪ Identify customer issues and provide appropriate solutions, where referring them to the Bookings Manager when necessary. ▪ To assist in consistently meeting departmental targets. ▪ Meet individual targets set where appropriate. ▪ Highlight inefficient working practices with Manager in order to improve processes and practices to enhance the customer experience and aid the company to work more efficiently. ▪ Maintain a high level of Customer Service. ▪ Actioning email requests and queries sent to the booking department general inbox.

Task	Description
	<ul style="list-style-type: none"> ▪ Book/Rearrange/Cancel appointments for the Field Staff team, taking into account their skills, availability and geographical location whilst considering utilisation of staff. ▪ To carry out any other duties if required
	<p>Responsible for representing the company in a professional manner at all times and for maintaining the company CRM records appropriately to accurately reflect bookings data and issuing relevant correspondence to clients where necessary.</p> <p>This includes, but is not limited to:-</p> <ul style="list-style-type: none"> ▪ Ensuring accurate and timely logging of information on CRM to aid in data analysis and reporting ▪ Ensure clients are issued with any relevant information they require
Skills/Requirements	<ul style="list-style-type: none"> • 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 • 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
Company Interests	<p>Use best endeavours to ensure that the Company interests are promoted in the most positive manner.</p> <p>This includes, but is not limited to:-</p> <ul style="list-style-type: none"> ▪ Portraying the Company in a positive way to internal and external parties ▪ Taking steps wherever possible to ensure that the Company maximises sales ▪ Considers Company financial performance when committing to any spend on behalf of the Company

Company Values

We're proud of our culture and values, colleagues are expected to demonstrate our values in the day to day delivery of their roles.

Please note: While we endeavour to respond to all applications, if you have not heard back from us within 3 weeks of applying, your application has not been successful on this occasion. Applicant details will be kept on file for 12 months.

