

<https://giaconsultancy.co.uk/job/client-services-executive-2/>

Client Services Executive

Description

Are you passionate about delivering great customer service? Whether you're a law graduate with customer service experience seeking to apply that in a legal setting, or a customer service professional keen to utilise your skills and knowledge in an award-winning law firm, my client has a great opportunity for a Client Services Executive to join their busy Client Services team.

The Client Services team plays a pivotal role as the linchpin between new and existing clients and our various legal teams, by conveying accurate information regarding client inquiries to the relevant department. This team serves as the backbone of our operation, supporting the legal departments in our Manchester, Liverpool, and London offices. They are committed to delivering impeccable customer service, ultimately leading to the cultivation of repeat business and client endorsements.

Typically, the first point of contact for potential new clients, the successful candidate will act as an ambassador for the firm, reflecting our values and helping to ensure a smooth onboarding process for new matters.

This is a fully office-based role at their head office in Spinningfields, Manchester.

As a Client Services Executive, you will be expected to:

- Communicate effectively with clients across various channels, supporting them with their legal enquiries and always providing first-class customer service.
- Obtain and process client and enquiry information accurately using Proclaim case management software.
- Escalate new enquiries to the relevant departments and promptly record department feedback.
- Display an extensive understanding of the departments within the firm and the services they offer.
- Organise workloads effectively, completing all tasks promptly and accurately and ensuring that all Client Services mailboxes are clear at the end of each working day.
- Skilfully assess or quote specific lead types, determining their viability and onboarding clients efficiently.
- Support departments with matter opening and the completion of Know Your Client (KYC) checks.
- Demonstrate an adaptable mindset and a willingness to accommodate to the changing needs of the team and business.

To be successful in this role you will demonstrate the following attributes:

Essential:

- Excellent communication skills, both written and verbal.
- Well organised and able to independently prioritise workloads to meet

Hiring organization

Gia Consultancy

Employment Type

Full-time, Permanent

Beginning of employment

ASAP

Duration of employment

Permanent

Industry

Legal

Job Location

Manchester

Working Hours

Full Time

Date posted

May 23, 2025

Valid through

19.06.2025

agreed service levels.

- Accurate data entry, with meticulous attention to detail when recording new enquiries or case updates within the Proclaim case management system.
- Proven track record of meeting or exceeding Key Performance Indicators (KPIs).

Desirable:

- Experience in a similar role within the legal sector.
- Experience with Proclaim is desirable, but full training will be provided.

The Rewards:

- Competitive basic salary
- Exceptional working conditions
- Ongoing development and progression opportunities
- 25 days holiday (increases with service) plus bank holidays and Christmas break
- Pension
- Health care (opt in)
- Season ticket loan
- Charity days and events

Applications are currently being shortlisted so apply today!!