

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

## Client Services Executive

### Description

Are you a law graduate looking for an opportunity to join a leading Manchester law firm?

Do you have what it takes to deliver the highest levels of customer service to current and potential clients whilst building strong relationships with colleagues? If so, this role may be just what you are looking for?

### Responsibilities

This firm's Client Services Team plays a pivotal role, bringing together current and new clients with our legal teams. Duties include:

- To act in a professional and courteous manner at all times to maximise the client experience.
- To approach enquiries with a sales-minded attitude to identify opportunities in which JMW can assist.
- To demonstrate extensive knowledge of the departments within JMW and the type(s) of work that they primarily deal with.
- To communicate with clients regarding their legal queries and guide them to the appropriate department.
- To consistently obtain and process all essential client information accurately on the Proclaim system.
- To ensure customer enquiries are picked up promptly by the relevant department, by seeking feedback on a regular basis.
- To maintain positive relationships with clients to build trust and ensure repeat custom and client recommendations.
- To use all methods of customer communication, including phone calls, email and text messaging to capture business.
- To take personal responsibility to ensure that the client journey is as smooth and efficient as possible.

### Qualifications

To be successful in this role you will need previous telephone based customer services experience in addition to:

- Ability to act as liaison between new clients and departments, by delivering accurate contact information and a detailed description of the legal query.
- Display exemplary customer service skills and a sales-minded attitude.
- Adaptability and willingness to change in accordance with the needs of the firm and Client Services team.
- Applicants must have experience in telephone-based customer services.
- Meticulous attention to detail is essential.
- Professional and proactive approach to work.
- Experience within a law firm would be highly advantageous.
- Experience of using Proclaim Case Management system would be advantageous, however full training will be provided.

### Job Benefits

### Hiring organization

Gia Consultancy

### Employment Type

Full-time, Permanent

### Beginning of employment

ASAP

### Duration of employment

Permanent

### Industry

Legal

### Job Location

Manchester

### Working Hours

Monday to Friday – 35 hours per week

### Date posted

July 3, 2024

### Valid through

17.07.2024

In return, you can expect a competitive salary and wide range of benefits plus further development opportunities.

**Contacts**

Apply today for immediate consideration.