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| **Client Services Administrator** | |
| **About us**  David Owen is a leading independent firm of Chartered Accountants. With offices in both Devizes and Marlborough, we invest heavily in staff training and development, offer regular 1:1s and appraisals for support and guidance, flexible working hours and a client referral bonus scheme. | |
| **About our team**  We choose our team on attitude first, skills second. We believe when you are working with people with great attitude anything is possible. We are a close-knit team who want the best for each other and our clients. | |
| **Location** | Marlborough initially. Though flexibility to work across both Devizes and Marlborough offices required. |
| **Salary** | TBC depending on experience |
| **Hours** | Minimum:  08.30 -13.00 Monday to Thursday  08.30 – 16.30 Friday |
| **About you** | We would love to meet you if you can demonstrate:  **Working together:**   * Working collaboratively in a team   **Working with clients:**   * Providing great customer service * A professional, respectful and friendly manner   **Driving results:**   * Taking ownership and responsibility for making things happen on time and with a high level of attention to detail * Finding solutions to challenges * Managing and prioritising own workload   **Being our best:**   * Commitment to developing yourself and embracing feedback and opportunities to learn * Willingness to go the extra mile |
| **About your role** | You will be the first impression for our clients and will ensure the very highest level of customer service and administration. Key responsibilities include:   * Answering telephone calls promptly and in a professional manner. Taking messages accurately, thoroughly and ensuring they are passed on. * Greeting clients and providing a professional but warm and friendly reception * Building ongoing relationships and rapport with our clients * Ensuring our offices are welcoming and well-maintained at all times * Preparing and sending client communication to the highest standard * Providing general admin support |
| **Experience** | * Previous experience in a Receptionist/Administration/Client-facing role essential * Experience of working in a professional environment preferred * Microsoft Word and Excel * Good organisational skills |
| **Minimum education** | Minimum GCSE Maths and English Grade B (or equivalent) |
| **To apply** | Please send CV via email to [jstone@davidowen.co.uk](mailto:jstone@davidowen.co.uk) or via post to Julie Stone, Marketing Manager, David Owen Chartered Accountants, 17, The Market Place, Devizes, Wiltshire, SN10 1HT  Initial interviews will be competency based. You may also be asked to complete written/online tests.  **Deadline: Friday 24 September** |