Client Service Representative
Norwich

The Role

Aston Shaw are seeking a motivated and customer-focused individual to provide tailored services to our valued clients. Based in Norwich, you will be part of a leading and fast growing East Anglian accountancy firm that has six offices across the region. The full-time candidates will ideally be accustomed to the financial services sector, however full training will be provided. With extensive people skills and a natural aptitude for providing excellent customer service the successful candidate will be part of a team to drive sales and nurture our valued client relationships. We are looking for someone with great telephone manner and a target-driven mentality. As an expanding accountancy practice, there are opportunities to help shape the future of Aston Shaw and become an integral part of our Client Services team.

Key Responsibilities

- Assisting the Client Managers with building knowledge of our new and existing clients to ensure that optimum sales opportunities are sought.
- Outbound telephone campaigns, processing sales leads, Personal Balance Sheet completions as well as ensuring that relevant and import client feedback is also collected.
- Within the centralised call centre environment, you will be front of house to our valued and growing customer base, directing queries to relevant parties.
- As the gate keeper for sales processing, the creation of all proposal for the business and ensuring these proposals are closed with our clients in a timely way.
- Updating and reviewing databases, ensuring information is recorded accurately.

Requirements

- Minimum of one to two year's office experience in a customer facing role
- Experience in the financial services sector an advantage
- Ability to create and maintain strong professional relationships with clients
- Experience with working in a fast-paced, target-oriented environment an advantage
- Able to work and collaborate effectively within teams
- Strong attention to detail
- Excellent communication and organisational skills
- Motivated to deliver excellent customer service to our clients
- Customer-focused individual

ASTON SHAW
— since 1969 —

Any questions? Email careers@astonshaw.co.uk

Why Join Us?

We're a forward-looking employer with six offices across Norfolk, Cambridge and Suffolk. We're always looking to grow our business and making sure we have the right people on board is key to our success.

As an Association of Chartered Certified Accountants (ACCA) approved employer, our culture is progressive, proactive and client-focused. As a result, we can offer you a dynamic working environment with many opportunities to develop your skills, qualifications and achieve.

Benefits

- Competitive Salaries
- Ongoing, Fully-funded Training
- ICAEW Approved Trainer
- Platinum ACCA Approved Employer
- AAT Accredited Employer
- Christmas Bonuses
- Pension Scheme
- Childcare Vouchers
- Regular Staff Parties
- Subsidised Lunches
- Monthly Staff Lottery
- Dress Down Fridays
- £100 Reward for Client & Employee Referrals
- Ongoing Charity Support
- Social and Sports Activities
- Modern, Open-plan Working Environments
- Equal Opportunities Employer

… And many, many more!

Apply today

If you'd like to find out more, or if you think you're the right person for us, then please send a CV to **careers@astonshaw.co.uk** or apply via the form on our careers page on our website: **www.astonshaw.co.uk/careers**.

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