Client Enquiries Advisor
Job Specification

Job title:	Client Enquiries Advisor
Reporting to:	Christine Chant
Hours per week:	Full time 36.25 hours, Permanent
Location:	Christchurch, Ringwood or Wimborne

Frettens is looking for a Client Enquiries Advisor to join the team in our Christchurch, Ringwood or Wimborne offices. The main purpose of this role will be to handle initial enquiries and quotations for the Residential Conveyancing, Family, Wills & Tax and Dispute Resolution Teams.

Core values - what we look for in all Frettens staff:

Someone who:

- Is IT literate and confident in learning new processes
- Is consistently friendly and approachable
- Doesn't use jargon with clients
- Co-operates with colleagues from all teams
- Enjoys working as part of a team, helping and supporting others
- Has the ability to work calmly, even under pressure
- Takes personal pride in their work and responsibility for issues
- Maintains appropriate client contact

Essential qualities

We welcome applications from people with the following essential skills, attributes and experience:

- Minimum GCSE level qualifications
- Excellent customer service skills
- Excellent organisational and communication skills
- Ability to convey information accurately and articulately, both verbally and in writing
- Excellent attention to detail, required to be methodical, systematic, and organised
- Ability to prioritise workload and deal with interruptions
- Returns client calls and maintains appropriate client contact

Desirable talents

The following abilities would also be desirable:

- Previous experience in conveyancing/property background
- Shows initiative
- Ability to adapt and respond to changes
- Anticipates client's future needs, sees opportunities for other teams and makes suitable introductions
- Able to work independently and manage caseload
- Generates new ideas, thinks of original solutions

Salary and Benefits

- Salary is negotiable dependent on your experience.
- Frettens offer a wide range of benefits – See Working at Frettens – Benefits.

Tasks and Responsibilities:

Client Enquiries Advisor

Main purposes of role

To handle all initial enquiries and quotation requests for the Residential Conveyancing, Family ,Wills & Tax and Dispute Resolution teams, always maintaining a pro-active and professional attitude.

Main Tasks and Responsibilities (not an exhaustive list)

- Deal with initial 30 min free consultation enquiries via email or telephone or website, accurately collecting client information, carrying out conflict checks where necessary and arranging appointments with Fee Earners.
- Be the first point of contact for potential Residential Conveyancing clients, preparing quotations for Residential Conveyancing matters.
- Accurately record enquirer details, maintain records and statistical information as required whilst complying with GDPR legislation.
- Follow up with clients on submitted quotations, making any amendments and re-submitting where required.
- Upon acceptance of quotation, liaising with Residential Conveyancing transferring all information accurately for subsequent onboarding process.
- Dealing with website enquiries and forwarding on to the relevant teams.
- Use the case management system effectively to achieve maximum efficiency.
- Attend training sessions internally and externally when required.