

Client Enquiries Advisor

Job Specification

Job title:	Client Enquiries Advisor
Reporting to:	Clare Hallett
Hours per week:	Full time 36.25 hours, Permanent
Location:	Christchurch / Ringwood

Frettens is looking for a Client Enquiries Advisor to join the team in Christchurch / Ringwood. The main purpose of this role will be to handle initial enquiries and quotations for the Residential Conveyancing, Family and Wills & Tax 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.](#)