



Chadwick Business Centres

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The Role – ‘Client Services Representative’ (CSR) – Remuneration details on Application:

The successful candidate will be expected to manage the running of the day to day operations of the business centre and meeting rooms.

Reporting to the CBC Management Team – the candidate will demonstrate excellent administrative skills, organizational and communication skills, attention to detail and numerical accuracy, confidence, enthusiasm, an ability to multi-task, hospitality and commitment to customer service, a high level of motivation, high standards of presentation and punctuality. The ability to be a team player will be vital.

Customer Service

- Assist in the running of the centres, delivering the highest standard of customer service.
- Build an excellent rapport with all clients, visitors, suppliers, building staff and potential clients.
- Interface with clients in order to establish needs and requirements in an efficient and professional manner.
- Log and resolve any client issues that may arise and maintain a high level of customer service throughout.
- Ensure that the centre complies with audit requirements in both services and operations.
- Assist in ensuring that the presentation of the centre is compliant with CBC standards.
- Greet, assist and direct business centre clients and their visitors.
- Manage client ‘move ins’ and ‘departures and amendments to telecoms, furniture, fit-out etc.

Administration

- Run a professional reception in line with CBC policy and procedures.
- Assist in the raising of general purchase orders and track orders for consumables requested by clients when using meeting rooms.
- Allocate supplier invoices against purchase orders ensuring recharges are made correctly.
- Provide financial management information to include data entry, monthly billing, revenue collection and credit control using Essensys Operate.
- Assist with the maintenance of IT/Telecoms management, updating records as appropriate including client extension numbers within the centre.
- Audit month end telecoms billing to ensure all revenue is absorbed by the centre.
- Ensure all meeting room bookings, catering items and ad hoc services are captured in Essensys Operate for month end invoicing.
- Deal with all post/correspondence to clients as required.
- Raise and record license fee invoices and service charge invoices through the Essensys Operate system.
- Maintain and submit month end reporting documents to management (eg. Purchase ledger, service charges, petty cash records)
- Any other such reasonable requirements as may be made that are consistent with the operation of a successful business centre as requested from to time.

Sales and Marketing

- Assist in the promotion of available space within the centre.
- Assist Client Services Manager in preparing marketing collateral suitable for the centre.
- Host and manage viewings/tours if required.

Key Skills

- Experience in an office/reception environment similar to the size/character/quality of a business centre, or
- Previous experience of running an office
- Hospitality skills
- Administration/Finance admin experience preferred

Notes:

Chadwick Business Centres Ltd is a growing business, it may be necessary for all members of the CBC team to undertake other responsibilities in addition to their primary role from time to time which may fall outside of the job description. Being flexible in this respect is a key attribute that is both expected and beneficial to every CBC Team member.