



We're **hiring!**

Join our team

**Client Service
Coordinator**

Role: Client Service Coordinator

Based: Homebased with occasional travel to Warrington

Reporting To: Client Services Team Leader

About Us

PAM Wellbeing provides proactive and reactive mental health solutions to a range of multi-national clients in the private sector and public sector organisations. The business is privately owned by its directors who have a wealth of experience in providing occupational health services, employment law and business management. This allows empathy and understanding of both the challenges and the requirements of our clients. The strengths of this joined up approach are therefore in the service, which is clear, pragmatic, and wholly aligned to the client's requirements.

PAM Wellbeing delivers to a wide variety of UK based clients (Private and Public sector) offering counselling, CBT, EMDR, training, mediation, trauma support, and EAP services.

We are committed to putting our colleagues first and believe that a satisfied and motivated team best serves our clients.

Role

Due to recent expansion, we are currently looking to recruit a Full Time Customer Service Advisor to provide support services to a number of our established clients. This is homebased role, however once COVID-19 restrictions ease, there will be an expectation for occasional cover in our Warrington Head Office. PAM Wellbeing delivers to a wide variety of UK based clients (Private and Public sector) offering counselling, CBT, EMDR, training, mediation, trauma support, and EAP services.

- ❖ Handling both inbound and outbound telephone calls to the Wellbeing Client Services Team
- ❖ Responding to email enquiries to the Wellbeing Client Services Tea
- ❖ Booking appointment for Wellbeing Services
- ❖ Ensuring KPI's are met
- ❖ Ensuring consistency of service delivery
- ❖ Maintaining high levels of customer service
- ❖ Liaising with clinicians and providing support to them, where necessary.

About You

- ❖ Competent at managing client communication
- ❖ Highly organised and process driven individual
- ❖ Ability to liaise with other departments and colleagues to achieve results
- ❖ Results orientated and customer focused.
- ❖ IT Literacy
- ❖ Effective Communications skills.
- ❖ Good organisation skills the ability to work to deadlines & prioritise.
- ❖ The ability and commitment to be part of a team that seeks to provide the highest levels in a professional services business.
- ❖ Experience of working within an Occupational Health Organisation (Desirable but not essential)
- ❖ Understanding of Confidentiality

Our Values

If you're looking for your next career move and are wanting to work with a rewarding company, please get in touch with our Recruitment department for a confidential chat about joining the PAM Team. Recruitment@pamgroup.co.uk

At PAM we are passionate about people and delivering our Everyday Things That Matter Values and Behaviours to our customers and our colleagues. Our cultural philosophy is based on putting our people first, creating high performing teams who deliver great services for our clients.

We're looking for driven and ambitious professionals to join our team, who are just as passionate about our philosophy and values as we are:

- ❖ Hard Work & Enthusiasm; we believe hard work should be rewarded, we go the extra mile to achieve our goals and support each other and enthusiasm and passion are part of our DNA.
- ❖ Teamwork & Friendship; our colleagues share a sense of belonging; we understand collaborative working means better decisions making and we support each other to achieve common goals.
- ❖ Loyalty & Improvement; we are dedicated to personal and professional development. Our PAM Academy mentors' colleagues and provides support to help you be the best you can through offering a wide range of CPD opportunities.

Employee Benefits

- ❖ We pay your auto-enrolment pension contribution of 8%, you can also make enhanced contributions which are matched up to 5%
- ❖ You will have a life insurance scheme valued at 4 x your annual salary
- ❖ 33 days annual leave including bank holidays
- ❖ Health Cash Plan Scheme, which covers you for things like Opticians, Dental Treatment and even Physio if needed!
- ❖ Flexible Working Hours
- ❖ Access to a 24/7 EAP Counselling line and a 24/7 GP line
- ❖ Amazing discounts on things like food and drink, retail and days out, all through our rewards scheme.
- ❖ Support with training and development

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