

Job Description

Position:	Communications Co-ordinator
Reporting to:	Communications Manager
Employee Responsibility:	None
Key relationships:	All Staff & Avanta Clients

Job Profile

High levels of customer service and customer satisfaction is the main focus of the role helping to meet the expectations and requirements of the customer and support to the Avanta centres and to the employees of Avanta Managed Offices Limited.

Competencies for the Role

Client First	Making Considered Decisions	Effective Communication
Persuasive Communication	Planning & Organising	Team Working
Resilience	Developing Self	
Change & Innovation	Goal Focus	

Key Responsibilities

- **Opening and closing up of the centralised call answering department**
- **Arc Console Service**
The console service will be provided and managed to ensure it meets the business needs of the clients. All services should be carried out in a professional, courteous and timely manner.
- **Arc Console Operation**
 - To manage all inbound calls and transfer accordingly
 - Answer in the allocated time frames as dictated by the business
 - Direct calls through to relevant clients and Avanta personnel
 - Take sales enquires (where necessary)
 - Make bookings through Ultrasoft for Meeting and conferencing rooms across the Avanta sites when necessary
 - Assist in viewings by presenting switchboard counsel to potential clients
 - Present call statistics daily, weekly, monthly
- **Outbound calls**
Where necessary assist in outbound calls for:
 - Virtual PA's
 - Meeting and Conferencing
 - Ad Hoc Marketing Campaigns
- **Department Meetings**
 - Attend and contribute to departmental meetings held monthly. These may be held outside of working hours

Health & Safety

To ensure that the company's Health & Safety Policies and Procedures are adhered to and ensure that they are followed in line with the employees responsibilities.

Employees are reminded that they have a legal responsibility to take reasonable care for the health and safety of themselves and others by adopting the safe working practices given to them in either written or verbal communication, such that they do not put themselves, fellow employees, clients or visitors at risk.

General Responsibilities

Understand and comply with all relevant company rules, agreements, policies and procedures.

Read and comply with instructions and directions as communicated via signs, notice boards and memos.

Conduct yourself, at all times, in a professional and responsible manner, promoting a good and proper image of the company.