



## **Job Specification**

**Job Title:           Telephonist**

## **Job Description**

We are currently looking for a Telephonist to join our growing Medical Transport Company.

The role requires someone who is friendly and helpful with an excellent telephone manner and an eye for detail. Working as part of a team at our Head office in London answering customer calls and using our in-house booking system.

Key responsibilities include:

- Taking customer bookings via the telephone, fax and internet.
- Dealing with daily queries
- Working with fellow team members during peak times to ensure calls are answered and dealt with appropriately
- Dealing with customer queries ensuring specific customer needs are met
- Assisting with overflow telephone bookings
- Update and log all customer contact

The right candidate will have experience working with Microsoft Word, Excel and Outlook. You should be helpful and friendly with a can do attitude.

**Medical Services is an equal opportunity employer.**