

Client Services Administrator Job Description & Person Specification

Name:

Department Or Team: Employee Programmes

Reports To: Senior Client Services Manager

Objectives of Role:

Working within the Employee Programmes Team, this role is responsible for being the first point of contact on inbound and outbound participant programme emails.

Responsibilities:

To include, but not be limited to, the following:

- Overall responsibility of the client programme mailboxes, ensuring all queries are dealt with within agreed client Service Level Agreements.
- To build relationships and provide support to clients with their day-to-day queries.
- To liaise with BI Worldwide global technical support teams to investigate and resolve participant queries.
- To liaise with the global BI Worldwide internal participant care teams to ensure all participant redemptions related queries are fulfilled and answered in a timely fashion.
- Provide administrative support to the client programme.
- Contribute to the management of client process guides, trackers and reports.
- Assist with workload in the team if there is capacity. Working across specialist departments in the delivery of client projects.

This job description should be regarded as providing guidelines within which an individual works. Other duties within the skills and capabilities of an individual may be assigned from time to time.

Person Specification:

The experience, skills, and personal attributes required of the job holder include but are not limited to:

- Experience in using Microsoft Outlook and other databases
- Previous experience in a similar customer service environment.
- Excellent interpersonal skills, able to build a positive relationship with participants.
- Excellent communication skills - verbal and written - with clarity of expression.
- Excellent time management and task management skills
- Ability to investigate participant queries through to resolution
- Keen attention to detail and quality.
- Written and verbal skills in one or more languages is preferable but not essential

The relative importance of these requirements will vary, particularly in relation to the client, account, programme, or event to which the job holder is assigned.

Last Reviewed April 2025