



Job Title	Switchboard Operator – Reading or Cardiff
Job Overview	<p>This role will be supporting the wider team at Reeds Solicitors LLP and other customers of Rock Management Services, providing the first level of customer care. The role of the Switchboard operator is to be the first point of contact for the firm. This role is office based two days a week minimum and the successful candidate will be responsible to efficiently answer all incoming calls and directing queries to the appropriate person and to support the smooth day-to-day running of the front of house, on the days working in the office. This role can be based in the Reading or Cardiff offices.</p>
Roles and Responsibilities	<p>Switchboard duties:</p> <ul style="list-style-type: none"> • Answer all incoming telephone calls in a timely manner and use initiative where possible to manage callers expectations. • Signpost enquiries in line with the company's signposting procedure. • Direct all incoming enquiries to the correct fee-earner and/or department, take messages where they can't be reached by telephone. • Record on telephone calls on internal Case Management System where appropriate. • Forward emails incoming to central mailing system to the relevant person/team. • Any ad-hoc administrative duties that may arise or be assigned from time-to-time.
Person Specification	<ul style="list-style-type: none"> • Confident and clear communication skills, both verbal and written. • A strong telephone manner and excellent interpersonal skills. • Previous experience of using Microsoft Office packages. • Ability to learn and efficiently use case management software.



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	<ul style="list-style-type: none">• Excellent organisational and administrative skills with a proactive approach.• Ability to multi-task.• Adaptable and able to work under pressure.• A good team player with the ability to also work well without supervision.
Salary	£22,000 per annum
Working hours	9:00am to 5pm, with one hour for lunch Monday - Friday
Job type	Permanent
Closing date	We reserve the right to amend the closing date or withdraw the advert without notice prior to the closing date.
Why work for RockMS?	<p>We are a forward thinking, dynamic company, who put their clients and employees first. We are a fun and flexible firm with good opportunities for development and career progression. We expect a lot from our employees but in return we offer:</p> <ul style="list-style-type: none">• The ability to earn up to 30 days of holiday with years of service (standard holiday packages start at 21 days plus all bank holidays);• Additional paid day off on your birthday.• Ability to purchase a further 5 days of holiday each year.• Discretionary additional holiday days given at Christmas (up to a maximum of 2 days)• Flexible working schemes available to all employees.• Private medical health care with the option to add optical and dental care.• Discounted gym memberships.• Fresh fruit baskets in each office on a weekly basis.• Cycle to work scheme.• Unlimited access to online based training.• Employee assistance programme with access to physical, mental and emotional health advice & webinars, wellbeing videos and programmes, online counselling & mini health checks.



How to apply?

If you are interested in this position, or would like further information, please email Recruitment@rockms.co.uk with the job title clearly stated in the subject line.