MOTIONrehab
Spring House
Rear of 5 Franklin Mount,
Harrogate, HG1 5EJ

Job Description for Client Services Administrator

Post Title: Client Services Administrator

Post Hours: Full time (37.5 hours per week)

Contract: Permanent

Location: MOTIONrehab, head office, Springhouse, Rear of 5 Franklin Mount, Harrogate, HG1 5EJ

Accountable to: Sarah Daniel (Director)

Salary: £18,000 - £20,000 depending on experience

Applications made via email to:
Sarah Daniel, Clinical Director: sarahdaniel@motionrehab.co.uk

Job Description
An exciting opportunity has arisen to provide client services to support a team of Physiotherapists working nationwide offering private treatment appointments. The successful candidate will work within the main administration office based in Harrogate and have responsibility for customer billing, handling of telephone enquiries and administration duties.

The successful candidate will have responsibility for:

- Customer billing and receipts
- Handling of telephone/email enquiries
- Assisting in day to day administration
- Administration of staff records

MOTIONrehab is a trading name of Naviti Medical Ltd. Registered office 3 Greengate, Cardale Park, Harrogate, HG3 1GY.
Registered in England and Wales No 04470332

Specific Duties and Responsibilities

- Handling of telephone enquiries for new clients
- Tracking of new enquiries and reporting on current status.
- Setting up new clients in PPS (clinical notes system) with relevant billing details.
- Sending out terms and conditions for new clients and tracking their return.
- Monitoring of admin email inboxes and actioning as necessary.
- Dealing with administration of new staff – personal data capture, DBS checking, obtaining required professional documentation.
- Monthly invoicing for customers.
- Recording of customer receipts, taking card payments.
- Review of outstanding debtors and assisting with debt collection.
- Dealing with customer billing queries/amendments.
- Entry of purchase invoices into Sage
- Supplier statement reconciliation with Sage ledger.
- Ordering of general office purchases and onsite consumables.
- Maintaining petty cash
- Assisting with month end accounts preparation
- General office duties including but not limited to; filing, scanning, opening & sending post
- Undertake other administration duties from time to time as required.

Skills and Qualifications:

- Prior accounts/book-keeping experience preferred;
- Fastidious attention to detail;
- Ability to work without supervision;
- Excellent time management skills;
- Exceptional communication and customer service skills;
- Strong prioritisation and organisation skills;
- Competent IT skills;
- Ability to handle confidential information
- Ability to multitask.

Minimum of Grade C in English/Maths GCSE

Technical Skills:

- Proficiency with Microsoft Office Programmes (particularly Excel)
- Sage Accounts experience

Standard Clauses:

The purpose of this post should remain constant, but the duties and responsibilities may vary over time within the overall role and level of the post. The post holder may from time to time be asked to undertake other reasonable duties. Any such changes will be made in discussion with the post holder in the light of service needs.