

Client Services Coordinator

ROLE PURPOSE

You will report to the Regional Client Services Director dedicated to supporting the client in the day to day operational activities delivered on one client sites.

Within the role you will have a good understanding of client requirements and any Instant services delivered on site.

We are looking for an experienced Client Services Coordinator to join the Workplace Services Team based close to Stockholm, you will be the first person an office visitor meets or speaks to on the telephone, therefore your primary role will be to make that all important excellent first impression by demonstrating a high level of customer care, professionalism and engagement.

You will be responsible for creating a positive experience for each visitor as well as our employees. A large part of this role is creating and improving the community spirit within your office. You will be the driving force behind many events within the company and therefore you need to live and breathe community.

KEY RESPONSIBILITIES

- Efficiently run the reception area, greeting all office visitors, partners & employees and maintaining Reception as a welcoming and tidy area.
- Answer all incoming calls professionally from employees, vendors, customers and other guests using internal phone guidelines to ensure a positive first impression of the client.
- Monitor visitors log and ensure that all visitors sign in and out when visiting the office.
- To assist the Workspace Services Manager, enforcing the companies Health & Safety and environmental policies and laws.
- Prepare, control and monitor the issuing of office access passes ensuring all client security guidelines are met.
- Accept and sort incoming mail and inform employees via email. Follow up on employees who have not collected their post within the SLA window.
- Assist organising and hosting meetings for external customers on behalf of employees. This involves booking meeting rooms and ordering and delivering lunches.
- Respond in a timely manner to requests through our service management portal.
- Order and deliver employee lunches
- Order stationary and manage stock for the office
- Assist colleagues from other client offices in the coordination of their visits, including information regarding recommended local hotels and transportation as required.
- Act as the community culture leader who drives employee experience and helps organising employee events in-house.

BACKGROUND AND EXPERIENCE

- Excellent phone manner
- Possesses strong written and face to face communication skills
- Ability to multi-task with ease
- Demonstrates a methodical and thorough way of working
- Exhibits a high level of attention to detail
- Possesses strong customer face to face skills
- To take ownership and pride in your Reception area

KEY SKILLS AND COMPETENCIES

This role involves having the following key skills and competencies, namely:

Job Description
[Job Title Here]

- Excellent client relationship management skills
- Bilingual in English and Swedish
- Organized and meticulous
- Able to work well under pressure
- Confident and articulate
- A desire to show initiative and able to 'think on feet'
- A self-motivated individual
- An outgoing, positive thinker with consistent levels of evident enthusiasm

Working at Instant

About The Instant Group

Founded in 1999, The Instant Group is a workspace innovation company that rethinks workspace on behalf of its clients injecting flexibility, reducing cost and driving enterprise performance. Instant places more than 7,000 companies a year in flexible workspace such as serviced, managed or co-working offices including Sky, Network Rail, Capita, Serco, Teleperformance, Worldpay, and TMF making it the market leader in flexible workspace.

Its listings' platform [Instant Offices](#) hosts more than 12,000 flexible workspace centres across the world and is the only site of its kind to represent the global market, providing a service to FTSE 100, Fortune 500, and SME clients. With offices in London, Newcastle, Berlin, Haifa, Dallas, New York, Miami, San Francisco, Hong Kong, Sydney, Singapore, and Kuala Lumpur, The Instant Group employs 230 experts and has clients in more than 150 countries. It has recently been included in the 2018 Sunday Times' HSBC International Track 200.

A business is only as good as its people

It's not all noses to the grind-stone though; Instant is a fun and dynamic place to work, where colleagues support one another and where the next social event is always just round the corner. We have been rated as one of the best small companies to work for and as one of the top companies with the fastest-growing international sales by the Sunday Times and are committed to continuing to make Instant a great place to build a career.

Instant is a values-driven organisation. We adopt and live by our values:

- We are passionately client focussed 24/7, 365
- We operate with integrity and a sense of fun
- We build long term client relationships based on trust
- We question convention with the desire to improve performance
- We collaborate in teams to create solutions that solve client problems
- We strive for excellence in all that we deliver
- We attract and develop the most talented people

We are a fast growing business with an exciting and vibrant atmosphere, where staff are encouraged to think for themselves and are rewarded for contributing to our success.

To support our ambitious growth plans, we want to attract and develop the best people – resourceful, committed individuals with relevant experience and a client-centric mindset.

The details

We pay market salaries and the right person will be offered a package according to their experience.

You will work 9am to 6pm Monday to Thursday and 9am to 4pm on Fridays.

For more information please contact Alice Mitchell:

alice.mitchell@theinstantgroup.com
+44 20 7298 0616
www.theinstantgroup.com
www.instantoffices.com