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Northern Ireland

**Referral Administrator/Scheduler**

*Relate Northern Ireland is a registered charity and the leading organisation providing confidential relationship counselling support to individuals, couples, young people and families throughout Northern Ireland. We are currently looking to recruit a Referral Administrator & Scheduler to join our busy Business Services Team in our office based in Belfast. This is a pivotal role working with our counselling and Finance teams delivering and maintaining our high standards of Client Care and Service.*

**Duties will include:**

* Dealing with inbound and outbound communications (telephone, webchat and email) promptly and efficiently
* Managing waiting lists and counsellor caseloads reporting weekly on activity and movement
* Ensuring that distressed or anxious service users are supported and managed in an appropriate manner
* Updating Client information on a Counselling Management System (CMS) in an timely and accurate manner
* Working closely to support the counselling team in using the CMS, manage client records and appointments.
* Proactively contacting clients to follow up on appointments attended, changes, payments made, rescheduling.
* Sensitively managing any complaints, escalating appropriately to ensure company policy is adhered to.

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| The successful applicant will have experience in general administration, excellent computer skills (MS Office), strong communication, attention to detail, proactive, flexible and can work in a fast-paced working environment but most importantly a team player.  **Relate NI is committed to providing equal opportunities for all and warmly welcomes applicants from all sections of the community.**  Job Type: Full-time  Required experience:   * Administration: 12 months   **Closing date: 3pm, 31 March 2017**  For more information or to download an application pack, go to our website:  <http://www.relateni.org/jobvacancies> |