

Client Services Internship – Fulham, London.

Knowledge to Action Ltd is a fast paced seminar company who provide life changing information to people from various backgrounds and all ages. They run seminars in their state of the art training centre on how to trade the stock and currency markets. They have recently launched their programme worldwide and are now seeking a bright and highly organised individual to join the team in Fulham, London.

The Role

This is a fantastic internship placement perfect for someone who wants to develop their experience and understanding of the Client Services environment. You will receive full on the job training for our in-house systems and have the opportunity to really enhance your Customer Services skills.

The main duties you will be required to undertake are:

- Administrative tasks involved with all events - this involves seminar and training co-ordination
- Assisting clients with their queries, by email, phone and face to face.
- Working closely with our Sales team and Trader Coaching team to ensure that client needs are met
- Liaison with the accounts department to ensure delegates have paid in full before attending the course
- General enquiries and administrative tasks
- Full commitment to ensure we blow away our customers with our service
- Ensuring all clients receive high levels of service at all times, written, verbal or in person

Skills & Abilities

- Must be detail and accuracy focused
- Excellent communication skills – written and verbal
- Lots of energy
- Bubbly personality
- Well presented
- Well spoken
- Teamwork skills
- Ability to multitask
- Patience and flexibility
- Excellent time management skills
- Fluency in Outlook, Word and Excel packages

Package

- This is an initial placement for 3 months, with a view to extend.

Contact

- Please send your CV to hannah.gibson@knowledgetoaction.co.uk