Job Title: Client Relationship Specialist

Business Unit: Operations

Area: Ware, Hertfordshire

Position Type: Permanent, Full-Time

Overview
Espria Limited is a leading independent Managed Service Provider with over 25 years' experience. With 130+ employees, we are expanding rapidly and seeking a Client Relationship Specialist to join our Operations and Service team based in Ware.

The Client Relations Specialist is a customer-focused and operational role, acting as a key link between Clients, Sales, Finance, Service, Engineering, Suppliers and internal teams.
The role covers the full customer journey, from new deals and onboarding through to installation, ongoing service, billing and contract changes.

You will manage customer queries, service calls, equipment and consumables, while maintaining accurate records across our systems. This is a varied role requiring excellent organisation, attention to detail and the ability to manage multiple priorities in a busy environment.

The Role – Package
Basic Salary: £27,000-£30,000 (dependent on experience)
Benefits: Private Healthcare, Life Assurance, Birthday Leave, Company Events and other non-contractual benefits available

Key Responsibilities

Customer Service & Service Management
- Act as a first point of contact for Print, Communications and IT customer queries via phone, email and shared mailboxes.
- Log, manage and monitor service calls through to resolution, including liaising with Ricoh, Xerox and other suppliers.
- Coordinate engineer visits, revisits, installations, collections and equipment re-sites.
- Maintain clear and professional communication with customers throughout the service process.

Equipment, Parts & Systems
- Order equipment, parts, toners and consumables from suppliers and maintain appropriate stock levels.
- Coordinate equipment movements between customer sites, storage and suppliers.
- Maintain accurate records across Vantage, spreadsheets and other internal systems.

Meter Readings, Billing & Contracts
- Manage, check and correct customer meter readings and maintain monthly reports.
- Process invoice meter readings and support the approval of Print invoices.
- Review contracts and ensure equipment, pricing and billing information is accurate.
- Support the administration of cancelled Print contracts and other contract changes.

New Deals, Installations & Customer Onboarding

- Support new Print and Communications deals from initial setup through to customer onboarding.
- Ensure all paperwork, customer records and system information are completed accurately.
- Manage the Installations mailbox, including collections, return visits, returns to dealers and logistics requirements.
- Arrange purchasing and renewals of software, applications and PaperCut licences.

Internal & Team Support

- Act as a central point of coordination between customers, Sales, Finance, Service, Engineering, Operations and suppliers.
- Provide accurate customer, contract, equipment, pricing and billing information to support Sales and Finance.
- Manage shared mailboxes and ensure actions are followed up promptly.
- Assist with additional administrative and operational tasks as required.

What We Are Looking For

- Experience in customer service, client relations, administration & call handling.
- Excellent verbal and written communication skills.
- Strong organisational skills and excellent attention to detail.
- Good working knowledge of Microsoft Office, particularly Word and Excel.
- Experience using CRM, database or operational systems; Vantage / Halo experience would be advantageous.
- The ability to manage multiple tasks and priorities effectively.
- A proactive, self-motivated and solutions-focused approach.
- The confidence to communicate professionally with customers, suppliers and colleagues.
- The ability to work accurately under pressure and meet deadlines.
- A friendly, flexible and positive approach with a strong “can-do” attitude.
- The ability to build and maintain strong relationships across the business and with customers.
- Right to work in the UK.
- Full UK Driving Licence.

Why Join Us?

- Espria is a fast-growing company with ambitious growth plans where your ideas, contribution and expertise will make a real difference.
- We’re committed to helping our people learn, grow and reach their full potential.
- We enjoy a supportive culture where our people feel valued and respected.
- We offer a competitive package including key benefits such as Life Assurance, Private Medical Insurance, Company Events, EAP and much more.

How to Apply - To apply, please send your CV to our HR Manager – jacey.may@espria.com

Equal Opportunities

Espria Limited is an equal opportunities employer. We welcome applications from all suitably qualified candidates regardless of age, disability, gender, gender reassignment, marriage/civil partnership, pregnancy/maternity, race, religion or belief, sex, or sexual orientation.