

Amy Ward

General Information

Amy is the newest member of the clerking team having joined Clerksroom in 2015 and completed her traineeship in January 2017. Amy has come from a career in Recruitment Account Management and the clerking team has benefited from her experience in her previous roles. With a background in Business Development , Amy enjoys building relationships with colleagues and customers and always aims to provide excellent customer service .

Skills include:

- Attention to detail
- A team worker
- Telephone Skills
- Numerical Skills
- Communication
- Computer literate
- Positive problem solver
- Works well under pressure
- A cool head

The key aim of a junior clerk is to take responsibility for answering incoming calls and enquiries promptly, providing a customer focussed first point of contact to Clerksroom members and our Clients . other responsibilities include the accurate collection and recording of data and entering information onto our case management system . Amy also allocates Infant Approvals and Small Claims Hearings nationally and as she gains more experience hopes to develop her role within the team .

In addition to her role in the Clerking Team , Amy enjoys her unofficial role of ' Social Organiser ' which includes organising Staff Parties and Team Building Days. Amy also organises our team Charity events , including fun runs , collections for the homeless and our monthly themed team lunches in aid of St Margarets Hospice and Great Ormand Street Childrens Hospital .

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"Pleasure to speak to you when I called...may I mention in passing you have a very nice telephone manner and clearly have excellent people skills." - Public Access client

Email: mediation@clerksroom.com

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