

PFP ENERGY**JOB PROFILE**

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| Job Title: B2B Team Assistant | |
| Report To: B2B Team Manager | Date: 23/07/2018 |
| Job Purpose | |
| <p>This role is ideal for school and college leavers who want to learn about the energy industry from a supplier's perspective and then continue their career within the company.</p> | |
| <p>Reporting to the Commercial Team Manager, the B2B Team Assistant will assist in all areas of customer service and the back office operations.</p> | |
| <p>IT skills are essential for this role as you will be using Microsoft office and data entry into our CRM database. Main responsibilities include but are not limited to:</p> | |
| <ul style="list-style-type: none">• Call reports• Liaise with metering agents and other 3rd parties.• Update customer data on the CRM and to the industry.• Accurate data input.• Inbound and outbound customer service calls• Contacting customers for meter reads• Quality checking verbal contracts• Customer comfort calls• Contacting customers for outstanding debt• Arranging mail merge and SMS campaigns• Manually sending correspondence• Email management• Complaint handling• General administration duties• Team cover as and when required | |

Key Accountabilities

- Ensure SLAs are met
- Work to tight deadlines
- Continuously looking for opportunities to improve processes, systems and procedures
- Work closely with other business areas
- Ability to work to targets

Skills/Knowledge/Experience

- Confident telephone manner
- Excellent organisation skills
- Excellent administration
- Excellent written correspondence skills
- Customer service skills
- Ability to empathise with customers
- Ability to work and remain calm under pressure
- Excellent communication skills
- Problem solver
- Focused and driven
- Self-motivated
- Strong knowledge of Microsoft Office
- Ability to manage own workload
- Excellent attention to detail
- Complaint handling

Working Relationships

- Works productively and supportively with colleagues and team members
- Works productively and supportively with external third parties and suppliers
- Internal group functions and departments supporting the overall operation of the energy business

If you wish to apply, please send your CV to natalie.brundish@pfpenergy.co.uk

Salary: National Minimum Wage

Closing Date: 3rd August 2018