

## PFP ENERGY

### JOB PROFILE

<b>Job Title: Team Assistant</b>	
<b>Report To: Metering Team Manager</b>	<b>Date: 20/08/2018</b>
<b>A. Job Purpose</b>	
<p>Reporting to the Metering Manager, the team assistant will assist in ensuring that the metering team can run as efficiently as possible.</p> <p>Duties will include but not be limited to:</p> <ul style="list-style-type: none"><li>• Meter read campaigns (Email/SMS)</li><li>• Dealing with read disputes</li><li>• Liaising with 3<sup>rd</sup> party agents and suppliers</li><li>• Arrange agent appointments</li><li>• Call for opening reads</li><li>• Call for monthly reads</li><li>• Mailbox management</li><li>• Ad hoc assistance</li><li>• Manually sending correspondence</li><li>• Complaint handling</li><li>• General administration duties</li><li>• Meeting and greeting visitors/suppliers</li><li>• Covering the domestic and business customer service lines</li><li>• Team cover as and when required</li></ul>	
<b>Key Accountabilities</b>	
<ul style="list-style-type: none"><li>• Ensure SLAs are met</li><li>• Work to tight deadlines</li><li>• Continuously looking for opportunities to improve processes, systems and procedures</li><li>• Work closely with other business areas</li><li>• Ability to work to targets</li></ul>	

### **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 [steve.walker@pfpenergy.co.uk](mailto:steve.walker@pfpenergy.co.uk)**

**Salary:** National Minimum Wage