

PFP ENERGY

JOB PROFILE



Job Title: B2B (Business to Business) Customer Advisor	
Report To: B2B Team Manager	Date: 25/09/2018
Location: Unit 2, Edward VII Quay, Riversway, Preston, PR2 2YF	
Salary: £17,200 per annum	
Job Purpose As the B2B Customer Advisor, you will report to the B2B Team Manager. The B2B Customer Advisor is a telephony based role, where you will be the first point of contact for business energy customers. The calls will be varied and you will be dealing with various queries such as complaints, general queries, sales and taking payments. You will be dealing with a large volume of outbound and inbound calls so the ability to note take whilst on a call is essential.	
Key Accountabilities <ul style="list-style-type: none">• Ensure DPA processes are followed• Ensure customer records are updated following each customer interaction• Resolution of complaints• Complaint escalation where necessary – following the company complaints process• Manage a large amount of incoming calls• Hit call handling targets• Upselling• Re-instating Direct Debits• Taking payments• Resolve customer queries – handing over to back office teams where required• Multitasking• Excellent communication skills• Mailbox management	

Problem Solving/Decision Making

- The post holder must possess a very strong analytical and problem solving ability.
- Ability to handle customer complaints, remaining calm and showing empathy whilst also enforcing terms and conditions.
- Must be able to identify system requirements and gap analysis on systems, processes and procedures.

Skills/Knowledge/Experience

- Minimal call wrap time (under 1 minute)
- Low average call handing time (under 5 minutes)
- Call handling skills
- Conflict resolution skills
- Ability to note take whilst on a call is essential
- Some understanding of the energy industry would be advantageous, however training is provided.
- Ability to note take whilst on a call is essential
- Experience of Junifer CIS would be advantageous, however training is provided.
- Ability to empathise with customers
- Ability to work and remain calm under pressure
- Strong negation skills
- Strong persuasive skills
- Excellent communication skills – written and verbal
- Problem solver
- Focused and Driven
- Self-motivated
- Organised
- Able to prioritise workload
- Strong knowledge of Microsoft Office, including Outlook, Word and Excel.
- Ability to manage own workload and offer additional cover where required

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