



JOB PROFILE

Job Title: Energy Team Assistant
Date: 26/10/18
Location: Unit 2, Edward VII Quay, Navigation Way, Preston, PR2 2YF
Salary: Dependent on Experience
Job Purpose You will join our growing Energy Teams within the residential or business operations, to process tasks such as, entering meter reads, review customers direct debits and replying to customer’s emails.
Key Accountabilities <ul style="list-style-type: none">• Manage daily workload of tasks containing a variety of Metering queries, including meter exchanges, job bookings, industry updates, consumption queries and read requirements.• Manage large amounts of customer emails.• Make outbound calls to customers to obtain updated meter reads.• Accurately input customers meter reads.• Accurately review customers direct debits.• Identify and investigate root cause of customer issues.• Take full responsibility of the customer account to resolve all queries.• Handle and correctly log complaints.• Achieve set targets and KPIs.• Any other duties that may be required.

Skills/Knowledge/Experience

- Customer service is at the forefront of what we do, therefore previous experience of working within an environment with direct customer contact is required
- The role will involve varied tasks where accurately inputting customer's information and having a high standard of quality is essential. A self-motivated, positive and proactive attitude will really set you apart.
- You will also need a good understanding of Microsoft Office software and excellent written communication skills.
- We are a rapidly growing new business and therefore always looking for new ways to streamline our service and improve delivery, we want all our staff to be part of this and be happy to share ideas.
- A background within an Energy or related industry would be desirable.

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

What we offer you

- 22 days basic leave (plus 8 bank holidays)
- A pension plan where the Group will match your contributions up to 6%
- Our standard working hours will be 36.25 per week, Monday to Friday
- Salary depending on experience