



PFP ENERGY

JOB PROFILE

Job Title: Team Assistant – Business Team	
Report To: Operations Manager	Date: 30/01/2019
A. Job Purpose	
<p>Reporting to the Operations Manager, Team Assistant will assist in all areas of sales, customer service and the back office operations. Ensuring tasks are completed on time and to a high standard.</p>	
<p>IT and customer service skills are essential for this role as you will be using Microsoft office and data entry into our CRM database, as well as dealing with customers verbally and via letter/email.</p>	
<p>Main responsibilities include but are not limited to:</p>	
<ul style="list-style-type: none">• Call reports• Checking on Supply Contracts• Checking and updating Direct Debit details• Checking and updating customer data• Accurate data input.• Inbound and outbound customer service calls• Sales validation calls• Quality checking verbal contracts• Arranging mail merge and SMS campaigns• Customer correspondence• Debt 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