



Job Profile

PFP Energy Business

Job Title:

Team Assistant

Reporting to the Metering Manager, the team assistant will assist in ensuring that the metering team can run as efficiently as possible.

Duties will include but are not limited to:

- Meter read campaigns (Email/SMS)
- Dealing with read disputes
- Liaising with 3rd party agents and suppliers
- Arrange agent appointments
- Call for opening reads
- Call for monthly reads
- Mailbox management
- Ad hoc assistance
- Manually sending correspondence
- Complaint handling
- General administration duties
- Meeting and greeting visitors/suppliers
- Covering the domestic and business customer service lines
- 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 have had trouble applying through our online form you can email your application to Daniel.harle@pfpenergy.co.uk

Salary: Negotiable dependant on experience