



Job Profile

PFP Energy

Job Title:

Direct Debit Analyst

Job Purpose:

PFP Energy are looking for a Direct Debit Analyst to join our rapidly expanding Energy Business. As a Direct Debit Analyst, you'll play a crucial part in the business primarily focusing on ensuring customer payments are adequate. You will join our growing Operations Team and will take full responsibility for all aspects of Payment Adequacy.

Key Accountabilities:

- Working to keep all customers Direct Debits in line with their projected usage;
- Investigating and identifying the root cause of any account issues;
- Taking full responsibility for resolving all account queries, issues and tasks;
- Handling and correctly logging complaints when required;
- Managing the work area independently;
- Achieving set targets and KPIs on a daily basis;
- Adhering to internal processes and being actively involved in identifying and implementing improvements;
- Ensuring management and team are kept up to date with issues and escalations are carried out in a timely manner.

Skills/Knowledge/Experience:

You will be expected to manage the work area independently so will need good organisational skill.

You will spend a lot of your time investigating accounts and therefore you will need a good understanding of IT, equipment, emails and telephones with practical approach to problem solving and ability to present information effectively. Strong numerical skills are required to action Direct Debit changes accurately and effectively.

From time to time, you will be liaising directly with our customers and will act as the voice of the company. And therefore you need to possess strong written and verbal communication skills.

We are a rapidly growing business and we are always looking for new ways to streamline and improve our services processes, we want everyone to be part of this journey by sharing new ideas and ways to improve service delivery

A friendly manner, positive, proactive attitude, commitment, strong work ethic with willingness to learn, improve and accept feedback will really set you apart.

What we offer to you:

PFP Energy is a growing business, which in return offers many career development opportunities. Our organisation has a strong culture of teamwork and everyone is happy to take on additional challenges, this allows us to offer you a varied workload.

Alongside our excellent working environment, we also reward our employees with numerous benefits, which includes onsite free & secure parking.

If you have had trouble applying through our online form you can email your application to Rebecca.morrall@pfpenergy.co.uk

Salary: £17,200 to £20,000 dependant on experience

Closing Date: 14/09/2019

For this role you must have evidence of right to work in the UK. There is no re-location package with this job role. PFP Energy does not discriminate on the grounds of age, gender, race, pregnancy or maternity, marriage, religion or belief, disability, sex or sexual orientation, and we welcome applications from all sections of the community.