



Job Profile

PFP Energy Business

Job Title: Metering Team Analyst

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

Duties will include but are not limited to:

- Arranging Job booking with customers and tracking job to completion
- Complying with GSOS regulations
- Liaising with 3rd party agents and suppliers
- Arrange agent appointments
- Processing gas and electric data and updating the industry
- Investigating account discrepancies and take ownership to correct CRM & industry
- Mailbox management
- Ad hoc assistance and point of contact for escalations
- Manually sending correspondence
- Complaint / Objection handling
- General administration duties
- Processing dataflows suppliers
- Reactive to business needs and industry changes
- Team cover as and when required
- Revenue protection / TRAS
- Rebuilding and rebilling accounts following corrections / amendments

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

- At least 9 months experience in an energy related role
- Strong understanding of AFMS, PFV and dataflows
- Understanding of Gas and Electric industry processes
- Knowledgeable regarding escalation processes with suppliers through SPAA and MRASCO
- Confident in raising escalations with XOSERVE or MPAS
- Confident processing dummy meter exchanges, Corrective exchanges or MTD corrections
- Confident telephone manner
- Excellent administration & organisation skills
- Excellent written correspondence skills
- Customer service skills
- Ability to empathise with customers
- Ability to work and remain calm under pressure
- Excellent communication skills
- Ability to identify discrepancies with MPAN/MPRNs and accounts
- Focused and driven
- Self-motivated and always willing to take more workload on in an effort to self-develop
- Strong knowledge of Microsoft Office
- Ability to manage own workload
- Excellent attention to detail
- Ability to identify meter issues and potential theft of energy
- Complaint / Objection handling
- SMETS 2 knowledge desired but not 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

If you have had trouble applying through our online form you can email your application to Daniel.harle@pfpenenergy.co.uk

Salary: Negotiable dependant on experience