

<b>Job Title</b>	Customer Service Assistant
<b>Department</b>	Customer Services
<b>Reports to</b>	Support Team Leader
<b>Grade</b>	Grade 2
<b>Purpose &amp; Overview</b>	<p>The Customer Service Assistant role supports the successful delivery of outstanding customer service by Wales &amp; West Utilities' Customer Management Team.</p> <p>Reporting directly to the Customer Contact Centre Supervisor, you will be first point of contact for our customers and internal departments who will be looking to you for help with a wide range of enquiries; ranging from routine enquiries to gas emergencies.</p>
<b>Key Accountabilities</b>	<ul style="list-style-type: none"> <li>• Answering calls using a cloud based telephony system</li> <li>• Responding to emails and social media enquiries</li> <li>• Logging of complaints and enquiries onto cloud based customer database</li> <li>• Accurate recording of data relating to all customer contact</li> <li>• Providing a high level of customer service to both internal and external customers</li> <li>• Creating written reports and letters for our customers.</li> <li>• Ensure compliance with The Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008</li> <li>• Remaining compliant with GDPR regulations, ensuring the personal information of our customers is handled responsibly</li> </ul>
<b>Technical Know-How &amp; Skills</b>	<ul style="list-style-type: none"> <li>• Is an expert in customer service</li> <li>• Is experienced in a high performing customer service role</li> <li>• Has confidence in dealing with internal and external customers</li> <li>• Has excellent communication, organisational and negotiation skills</li> <li>• Is familiar with the use of Microsoft software</li> <li>• Has previous experience of working in a call centre (preferred)</li> <li>• Can demonstrate our core behaviours of teamwork, customer service, pride and energy</li> </ul>