

Job Title	Customer Service Advisor
Reports To	Customer Contact Centre Supervisor
Department	Customer Services
Grade	Grade 2
Purpose	The Customer Service team are the first point of contact for more than 100,000 customers a year therefore, experienced, knowledgeable, professional, customer focused advisors are essential to represent our company at this crucial point.
Key Accountabilities	• Promote and deliver customer service excellence to internal and external customers • Answering of telephone using a cloud based telephony system, emails and social media enquiries all within challenging company targets • Management and resolution of customer complaints within D+1 • Ensure compliance with The Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008 • Research information using core systems and other available resources to provide information to customers • Ownership of personal workload ensuring your customer files are regularly updated. • Record all contact information according to complaint and enquiry handlings procedures • Follow up/ outbound customer calls to check satisfaction with services received • Creating written reports and letters for our customers upon demand • Raise work requests for Teams/Engineers • Remaining compliant with our strict GDPR regulations, ensuring the personal information of our customers is handled responsibly.
Technical Know-How & Skills	The candidate must: - • be numerate, have excellent communication skills, both written and oral • have the ability to use Windows 10 applications such as Microsoft Word, Exec, PowerPoint and Outlook as well as MAPS • possess the ability to manage time and prioritise workload • have good knowledge of the business internally and externally • have good listening skills, empathy, and patience Business performance targets shall be met through effective team working Call centre experience is preferred