



JOB TITLE: Customer Service Representative

DEPARTMENT: Customer Service

LOCATION: Warwick

SALARY: £16,000 - £18,000

SUMMARY

The UK's largest independent energy provider is seeking to appoint a Customer Service Representative to join a growing team in a fast paced environment.

ROLE OVERVIEW

We want to hear from candidates who are passionate about delivering a great customer experience through call handling.

You will have a track record of liaising with customers, and possess the ability to communicate effectively and efficiently.

We are looking for people with the energy and confidence to make a positive impact on our customer's experience. Above all, we seek people with passion and ambition.

MAIN RESPONSIBILITIES:

- Handling incoming customer calls (incl. registration, billing and general enquiries), ensuring every customer's request is investigated and resolved at point of call whenever possible – and the customer is happy.
- Making outbound Customer Contact via telephony/written correspondence (letter & email) as part of our Commitment Management Ethos.
- Managing your time effectively and meeting your workload requirements, including KPI objectives e.g. calls per day, AHT, active time target (to be agreed with your line manager).
- (Whilst endeavouring to keep escalated calls to a minimum) Immediately escalating customer complaints to your Team Manager as soon as you become aware that you are unable to resolve the situation.
- Championing our core values (typified by being 'Customer First'), and ensuring that you display these in every aspect of your role.
- Adhering to all company policies and procedures.

Above all, you will help ensure all of our customers experience a quality service – with no reason to complain.

You'll be a team player and aware of your own performance (both your strengths and development areas), and pro-actively seek to improve it by working with your colleagues.

STRICTLY CONFIDENTIAL

ESSENTIAL REQUIREMENTS

- Excellent communication skills – both verbal and written.
- Able to build a strong rapport with our customers.
- Able to employ questioning techniques to identify needs and close down enquiries.
- Able to investigate all calls and follow through by liaising with other departments, ensuring you hand-hold the customer to resolution – ensuring promises are kept and remedial action takes place.
- Confidence to manage your workload and any issues professionally and calmly (e.g. high influx of calls, system downtime), and a track record of meeting performance targets
- Comfort in working in a target-driven and fast-changing environment, and able to respond to changing business needs.

You will also be a fast learner, able to demonstrate good results in your education, and PC-literate on all Microsoft applications (incl. Word, Excel, PowerPoint).

With a minimum of 6 months' customer facing experience, you will ideally have previous experience in one or more of the following industries:

- Utilities.
- Telecommunications.
- Financial Services.
- Retail.

What's in it for you:

We are always on the lookout for talented, bright, energetic and motivated people to come and work for us.

In return we offer a competitive salary, comprehensive benefits package and an opportunity to work within a fast-paced, dynamic environment – and one that is putting the Customer First.

OTHER:

All applicants must live and be eligible to work in the UK.