

Customer Resolutions Executive

Salary: Highly Competitive + Bonus **Contract:** Full time, Permanent **Location:** Northampton

Hours: 37hrs Mon-Friday

We are looking to recruit an experienced and dedicated complaints specialist to take responsibility for the successful resolution of all complaints that come in to OnlineDIRECT. This is a brand new position and a great opportunity for someone who is passionate about customer relations to come in and make their mark.

If you have proven experience in successfully resolving customer complaints, enjoy working in a team and want to accelerate your career within a challenging but rewarding environment, we want to hear from you!

We are the UK's leading energy sales solutions company, providing intermediary, business and technology services to B2B energy brokers. Our staff and innovation have enabled us to successfully establish and grow our business. Come and join us in our vibrant new offices and help shape our Operations channel as we enter this exciting phase and celebrate our 20th year.

Key Details

- Be the first point of contact to our customers providing information and guidance to reach a mutually agreeable resolution
- Investigate concerns raised by the customer, ensuring all issues are addressed
- Develop strong relationships with colleagues, brokers, partners and suppliers to effectively resolve complaints and support the delivery of excellence
- Ensure all complaints are dealt with in a timely, efficient and courteous manner
- Maximise the opportunity to delight the customer within our 20-day SLA
- Manage escalations from the front-line Customer Services Team to managers & provide regular feedback to customer facing staff
- Support the Commercial and Business Insights Analyst with root cause analysis and the creation of reports to share with the Senior Leadership Team
- Maintain supplier and process knowledge and stay abreast of current energy issues
- Support the wider Customer Service Teams where there's a business requirement

Key Requirements

- Must have at least 2 year's experience in a complaint handling position
- Excellent negotiation skills and the ability to overcome objections
- Have a passion for delivering outstanding customer service
- Good attention to detail and production of high accuracy work levels
- Excellent communication skills (written and verbal)
- Good working knowledge of the Microsoft Office Suite
- Have the ability to prioritise workloads and manage deadlines
- Previous experience in a Utilities background (an advantage but not essential)

Key Benefits

- Competitive salary + annual bonus
- Career development and on-going training
- 25 days holiday + bank holidays
- Company Pension / Company Car Scheme / Cycle to Work Scheme / Employee Reward Schemes / Team Incentive Days / Free Parking

Please apply including a copy of your CV and a covering letter.