

## Customer Services Agent

**Salary:** Highly Competitive + Bonus **Contract:** Permanent **Location:** Northampton

**Hours:** 37hrs Mon-Friday

**OnlineDIRECT are looking to recruit a dedicated and focused customer service professional to support in delivering exemplary service to our customers and suppliers.** If you are passionate about customer service, 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 new offices and help shape our Operations channel as we enter this exciting phase and celebrate our 20<sup>th</sup> year.

### Key Details

- Be the first point of contact to our customers providing information and guidance to complete and secure energy contracts
- Deliver efficient phone service, support and query responses in line with SLA's
- Provide manager support by logging and managing queries through to resolution
- Develop strong relationships with colleagues, brokers, partners and suppliers to effectively resolve queries and support the delivery of excellence
- Efficient complaint handling to ensure all compliance SLA's are met and adhered to
- Maintain supplier and process knowledge and stay abreast of current energy issues

### Key Requirements

- Must have at least 1 year's customer service experience in an office environment
- Previous experience of working with and building relationships with customers
- A confident, friendly and professional telephone manner is essential
- 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.