



JOB VACANCY

Collections Agent

Castle Water has an exciting opportunity for a Collections Agents to actively support our busy and expanding Collections Teams. This represents an excellent opportunity to join one of the fastest growing companies in the utility sector.

Castle Water has a track record of providing excellent customer service, and of developing innovative approaches to utility supply. We developed the first affinity partnership in the water sector, pioneered online switching by customers, and were the first company to transfer customers in England. We have more 5-star reviews on Trust Pilot than all other water retailers combined. Our values include treating customers fairly and maintain an open-door approach with our regulators.

Our head office is based in Blairgowrie in Northern Perthshire, within easy commuting distance of both Perth and Dundee, and equidistant between Edinburgh, Glasgow and Aberdeen. The area provides excellent opportunities for a range of activities, from golf and fishing to mountain biking and skiing.

This is a permanent opportunity with an immediate start date.

Key Responsibilities

- Must be numerate and comfortable operating in a fast-paced environment, and to tight deadlines
- Work as part of the Collections team, collecting outstanding balances through inbound and outbound calls
- Build and manage relationships with both internal and external customers
- Processing and allocation of payments, as well as handling internal and external communications (both electronic and written)
- Resolve and log daily enquiries, and accurately record and update customer records

Key Skills and Experience

- Previous experience in a similar environment essential e.g. utilities, finance
- Excellent grammar and numerical skills, meticulous attention to detail and highly organised
- Proactive and strong communicator, to all levels of the organisation as well as to a demanding customer base
- Flexible with a positive attitude, ability to work both collaboratively and autonomously
- Ability to work in a challenging and fast-paced environment

How to apply

If you have the drive, experience and skills to support our continued success, send your CV together with a covering letter to careers@castlewater.co.uk. We look forward to hearing from you.

Innovation and knowledge sharing are part of our everyday experience. We invest the training and support you need to succeed and deliver the excellent service our customers expect. We offer an attractive base salary, pension scheme, life cover and 28 days paid holiday.