



JOB VACANCY

Customer Service Advisor

Castle Water is the leading independent water retailer in the UK. We supply hundreds and thousands of businesses, charities and public bodies throughout England and Scotland.

With 570,000 Supply Points, we are the largest supplier of water to businesses and organisations in London and the Thames Valley, South East England and Portsmouth, and we're also one of the top suppliers in Scotland.

Castle Water has a track record of providing excellent customer service. We have more 5-star Trustpilot reviews than all other water retailers combined. Our values include treating customers fairly and working openly with industry regulators.

We are recognised for developing innovative approaches to utility supply. We developed the first affinity partnership in the water sector and pioneered online switching for customers. We were also the first company to transfer customers in England.

Our head office is based in Blairgowrie, 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.

Key Responsibilities

- Deliver excellent customer service to our business customers, using appropriate channels and internal systems such as email, phone and webchat
- Build rapport, identify customer needs quickly, efficiently and proactively to deliver the right solution in the first instance
- Liaise with our water industry wholesalers on behalf of our customers
- Prepare and check customer invoices ensuring these are accurate



Key Skills and Experience

- Educated to degree level in a relevant subject
- GCSE/Standard Grades in English and Maths or equivalent
- Experience of working within a customer service environment
- Experience of managing customer relationships
- Excellent communication skills, both verbal and written
- Excellent numerical skills
- Ability to capture and handle data accurately
- Receptive to change and committed to continuous improvement
- Excellent computer skills, including MS Office

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.

