



## **JOB VACANCY**

### **Out of Hours Support Admin**

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.

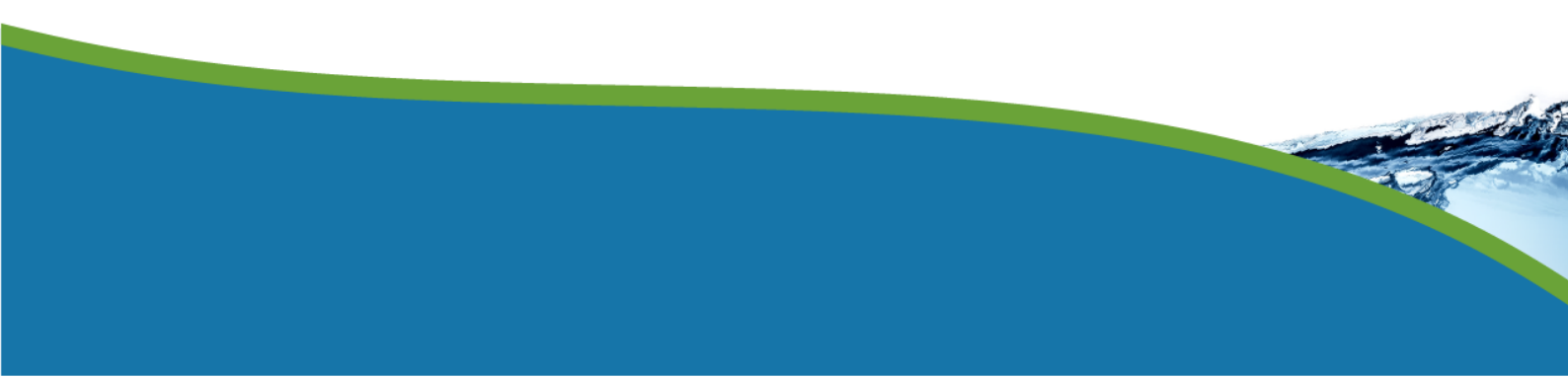
Castle Water has a track record of providing excellent customer service. We have more 5-star Trustpilot reviews than all other water retailers combined. Our values include treating customers fairly and working openly with industry regulators.

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**

- Work closely with colleagues to contribute to delivery of objectives for Customer Services/Operations
- Deliver excellent customer service to our business customers, using appropriate channels and internal systems
- Manage workload effectively ensuring all tasks are completed within timescales
- Take ownership of customer issues and follow problems through to resolution
- Build rapport, identify customer needs quickly, efficiently and proactively to deliver the right solution in the first instance
- Work collaboratively with other areas across the business



## Key Skills and Experience

- Experience in a related field e.g. utilities, telecommunications or financial services preferred
- Confident and articulate with excellent communication
- Ability to understand complex issues and develop an understanding of legal and regulatory framework in the water sector
- Ability to work in a high pressure, challenging and fast paced environment, working to tight deadlines
- Attention to detail
- Self-motivated with the ability to manage own workload to achieve results
- Knowledge of Microsoft Office IT systems

## 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](mailto: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.

