



JOB VACANCY

Customer Invoicing Specialist

Castle Water is the leading independent water retailer in the UK, supplying (at September 2018) 570,000 Supply Points across England and Scotland. Castle Water is the leading supplier in London and the Thames Valley, South East England and Portsmouth, and one of the 5 largest suppliers in Scotland.

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* 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.

Key Responsibilities

- Working with major business customers on complex billing and service issues relating to water usage, waste treatment and validation of charges, using state of the art systems
- Analysing data to ensure accuracy of customer billing and resolution of complex issues
- Identify customer needs quickly, efficiently and proactively, building rapport and delivering the optimal solution in the first instance
- Prepare and check customer invoices and ensure these are accurate
- Day-to-day interaction with customers providing effective communication and support by phone, email & online messenger
- Updating and maintaining accurate customer records using a Customer Relationship Management system



Key Skills and Experience

- Degree level qualification or up to 2 years relevant experience desirable
- High level of numeracy required, with a problem-solving approach to work
- An awareness of the needs of the customer and ability to deliver to tight deadlines
- Excellent organisational skills and attention to detail
- Ability to use initiative and take ownership of issues through to resolution
- Proven IT skills; particular focus on proficiency in data management, typically using Excel spreadsheets
- Excellent communication skills, both verbal and written
- Able to proactively engage and support the wider team to achieve common goals

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 is 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.

