



JOB VACANCY

Metering & Revenue Officers

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.

We have requirements for Metering & Revenue Officers in both the Aberdeen/Aberdeen North and surrounding area, and Edinburgh and surrounding area. Individuals should have a good knowledge of the local areas and must be prepared to travel occasionally to our offices in Ayr for team/update meetings.

The key purpose of these roles is to read utility meters of our customers, to process that information back to the business, and to be a first point of contact for the customer. You will be provided with a Company van and all necessary equipment and training.

Key Skills and Experience

- Previous experience with utility meters (gas, electricity, water) is preferable
- Ability to work alone and on own initiative
- Strong customer communication skills – often first point of contact for the customer
- Flexible approach
- Technical/mechanical experience



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.

