



## **JOB VACANCY**

### **Invoicing & Metering Advisor**

One of the UK's fastest growing utility suppliers, Castle Water, has an exciting opportunity for Invoicing & Metering Advisors in our fast-paced Operations team.

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-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**

- Communicates with internal/external customers on validation/exceptions on meter reads and invoices
- Maintains positive relationships and supplies first time resolution to all customer correspondence to stop repeat contact
- Displays extensive knowledge about products and services Invoicing & Metering offers
- Uses all methods of customer communication, including emails, phone calls, online forms, to respond to our customers within SLA
- Liaises with other parts of the business as an expert in Invoicing & Metering, supporting and collaborating with others, particularly with complex issues



- Follow processes and policies set out for the department
- Demonstrates extensive knowledge of all elements of Invoicing & Metering

## Key Skills and Experience

- Previous experience in a similar environment e.g. contact/call centre
- Previous experience within a high transactional environment such as utilities, finance is preferred
- Computer literate with strong competence of Microsoft 360 packages, particularly Excel
- Must have previous experience of handling customer queries across various methods e.g. phone, email, online forms
- Excellent communication skills, written and verbal
- Strong communication skills, confident and professional
- Ability to resolving complex problems. Must have high-level problem-solving skills. Identifying issues and resolving them promptly at first instance
- Must have strong organisation skills with the ability to work on multiple tasks, meeting set targets
- Able to work as part of a team and individually to a high standard
- Ability to remain calm under pressure
- Time management essential to deliver BAU expectations

## 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.

