



JOB VACANCY

Commercial Billing 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-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.

Castle Water has an exciting opportunity for a Commercial Billing Specialist to work in busy and expanding Commercial Department. This represents an excellent opportunity to join one of the fastest growing companies in the utility sector.

Our head office is based in Blairgowrie in Northern Perthshire, within easy commuting distance of both Perth and Dundee. Blairgowrie is equidistant between Edinburgh, Glasgow and Aberdeen and 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

- Prepare and check customer invoices and ensure these are accurate
- Provide a key point of contact for large, multisite customers
- Opportunity to work with and input into the development of core systems
- Deliver excellent customer service to our customers, using appropriate channels and internal systems
- Liaise with customers, third parties and wholesalers regarding account queries
- Build rapport, identify customer needs quickly, efficiently and proactively to deliver the right solution in the first instance

Key Skills and Experience

- Experience of working in a similar fast-paced environment with the ability to deliver to tight deadlines
- Excellent communication skills, both verbal and written
- Excellent numerical skills
- Proactive approach to supporting a wider team
- Excellent organisational skills

- Ability to capture and handle data accurately
- Experience of using MS Office, including Excel spreadsheets

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.