



JOB VACANCY

Commercial Support Executive

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 Commercial Support Executive to actively support our busy and expanding Commercial Teams. 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

- Working with major customers on complex billing and service issues relating to water usage, waste treatment and validation of charges, using state of the art systems
- Opportunity to work with and input into the development of core systems
- Preparation of data and analysis for from customers and field-based staff
- Regular update of our Customer Relationship Management and other systems
- Build rapport, identify customer needs quickly, efficiently and proactively to deliver the right solution in the first instance
- Prepare and check customer invoices and ensure these are accurate

Key Skills and Experience

- Degree level qualification (or similar) – degree discipline is less important but must be highly motivated
- Experience of working in a similar fast-paced environment with the ability to deliver to tight deadlines
- High level of numeracy required, with a problem-solving approach to work
- Ability to work with ambiguity

- Ability to capture and handle data accurately, with experience of MS Office including Excel
- Excellent communication skills, both verbal and written
- Proactive approach to supporting a wider team
- Excellent organisational skills

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.