



## JOB VACANCY

### Complaints Handler

One of the UK's fastest growing utility suppliers, Castle Water has an exciting opportunity for a Complaints Handler to work in a fast-paced environment. The role requires you to liaise with multiple internal departments as well as external wholesalers to identify, respond and resolve customer complaints.

Castle Water is the leading independent water retailer in the UK, 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 maintaining an open-door approach with our regulators.

Our philosophy as a company is to provide all staff, at every level, with ongoing training and development.

Our head office is based in Blairgowrie in Northern Perthshire, within easy commuting distance of both Dundee and Perth, 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 full-time, permanent opportunity with an immediate start date.

### Key Responsibilities

- Delivering fair and consistent outcomes for customers who have made a complaint to us
- Thoroughly investigate customer complaints and ensure they are resolved and communicated in a professional and proficient manner in line with company procedures
- Highlighting trends and identifying opportunities for improvement
- Manage workload effectively ensuring all cases are completed within set timescales

### Key Skills and Experience

- Relevant experience could include working in utilities, financial services, local authorities or regulators but not essential
- Excellent communication skills – both written and verbal
- Strong analytical and customer service skills
- Ability to understand complex issues and develop an understanding of the legal and the regulatory framework in the water sector

- Ability to handle conflict and manage resolution
- Ability to prepare professional documents
- Ability to work in a high pressure, challenging and fast paced environment, working to tight deadlines
- Self-motivation and the ability to manage your own workload to achieve results
- Willingness to learn, develop and upskill

## 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. No agencies please.

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.