



JOB VACANCY

Customer Service Advisor (Ayr)

Castle Water has an exciting opportunity for Customer Services Advisors to actively support our busy and expanding Customer Service Team in our Ayr Office. This represents an excellent opportunity to join one of the fastest growing companies in the utility sector.

Castle Water is one of the 5 largest suppliers in Scotland and 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.

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.

Key Responsibilities

- Deliver excellent customer service to our customers, using appropriate channels and internal systems such as email, phone and webchat
- Build rapport, identify customer needs quickly, efficiently and proactively to deliver the right solution in the first instance
- Take ownership of the customer journey, making it a positive one
- Liaise with third parties on behalf of our customers
- To liaise with a wide range of stakeholders throughout the business
- Willingness to carry out any other reasonable duties we ask you to perform

Key Skills and Experience

- Must have experience of working within an office/contact centre environment
- A passion for delivering great customer service, with a focus on putting our customers at the heart of what you do
- Excellent phone manner with clear communications skills (written as well as verbal)
- Ability to remain calm and work under pressure
- Team player – helping others towards shared targets and sharing best practice
- Ability to accurately capture customer data with attention to detail
- Be able to handle challenging situations

- Flexible with a positive attitude and the ability to work both collaboratively and autonomously
- Experience of using Microsoft Office including Excel, Word and Outlook

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.