



JOB VACANCY

Sales Administrator

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. This can range from Call-Handling and Microsoft Excel, to Business Writing and professional qualifications.

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.

We are looking for a motivated Sales Administrator, to continue to help the business grow and acquire and develop a portfolio of business customers through our various outbound sales processes. Energy experience is not essential as full training will be provided.

Key Responsibilities

- Processing orders both online and over the phone
- Follow up calls customers online sales quotes and dealing with queries.
- Increase Sales by upselling and cross selling products
- Manage the end-to-end sales process of the customer journey
- Contact existing and new customers
- Provision of excellent service to customers

Key Skills and Experience

- Highly motivated to succeed
- Previous experience within a busy transactional environment such as utilities, finance, customer services and telecoms preferred
- Minimum of 1 year's telesales or sales administration experience

- Excellent communication skills, both written and verbal, with particular emphasis on telephone manner
- Keen attention to detail with strong organisational and time management skills
- Strong IT skills, particularly of Microsoft Office, and excellent arithmetic capability

We offer a competitive salary package, and opportunities for rapid career progression as our business continues to grow

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.