



Customer Services Advisor

SALARY RANGE £16,104 TO £20,853

WORKING HOURS – 9am to 5pm / BASED AT HAVANT

We are looking to appoint a Customer Services Clerk to work within our busy Customer Services Department. We are passionate about delivering exceptional levels of Customer Service and are looking for candidates who share this desire. The role involves serving customers over the phone and by writing, responding to queries such as customer moves, processing payments and billing queries. The successful individual will work at all times in line with our values of Excellence, Respect and Integrity.

Key Responsibilities

- Delivering an exceptional level of Customer Service
- Resolving queries at first point of contact
- Listening to customers, understanding their needs and providing tailored solutions
- Processing account changes paying excellent attention to detail

Key Attributes

- Be passionate about Customer Service
- Ability to communicate effectively to a range of customers
- Have a positive can-do attitude
- Strong IT skills
- Positive approach to Health & Safety

For an informal discussion please contact Kim Rowe on 023 9224 9325.

Applicants should send a CV outlining current salary with 2 referees.

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Apply to: Ian Limb, Head of HR, PO Box 8, Havant, Hants PO9 1LG

E-mail: jobs@portsmouthwater.co.uk

Closing date: 8 June 2018

www.portsmouthwater.co.uk

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Delivering excellence

for our customers, our people and our environment