



Customer Support and Collection Advisor

SALARY £16,104 TO £20,853

BASED AT HAVANT AND THE SURROUNDING AREA

We are looking for an empathetic individual to join our Affordability & Debt team based within our Customer Service department.

This vacancy will suit someone who has excellent customer service skills as they will be communicating directly with our customers on a daily basis both face to face and over the telephone.

Main duties include using a Company vehicle to call on the homes of customers who have fallen behind in payment of their water bill and to agree and set up affordable repayment arrangements. The ideal candidate will need to demonstrate an ability to build positive customer relations and promote good practice in assisting vulnerable customers. The role will also include promoting our schemes, tariffs and water efficiency in the home.

Part of the job role will be in gathering customer information, so would suit someone who is not just a strong people person, but who pays good attention to detail.

The successful applicant will need to be able to demonstrate that they can deal with challenging situations in a professional and compassionate manner, as well as identify potential vulnerability. Some experience working in a collections background would be beneficial but not essential as full training will be given.

We are looking for someone with good IT skills as administrative work is required. The ability to work alone and operate at all times in line with our values, Excellence, Integrity and Respect are essential requirements for the post along with a clean driving licence. In addition, you will be required to successfully complete a driver assessment and undergo a Disclosure Baring Service check.

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