

Customer Services Advisor

TWO PERMANENT AND TWO 12 MONTH CONTRACTS

SALARY RANGE £16,509 TO £21,375

WORKING HOURS – MONDAY TO FRIDAY, 9am TO 5pm

BASED AT HAVANT

We are looking to appoint a Customer Services Advisor 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 in 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. Call centre experience is preferable.

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, Customer Services Supervisor on 023 9224 9325.

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

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

E-mail: jobs@portsmouthwater.co.uk

Closing date: 13 September 2019
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Delivering excellence

for our customers, our people and our environment