



# Developer Services Advisor

We are looking to appoint a Developer Services Advisor to work within our busy Developer Services Team. We are passionate about delivering exceptional levels of customer service to our Developer customers and are looking for candidates who share this desire.

The role reporting to the Developer Services Team Leader, will suit someone with experience in a customer focused environment, who is comfortable communicating with customers and confident in handling their queries. The role will involve the processing of applications for new water supplies, configuration of invoices for new water connections and administration through our works management system.

The successful individual must be committed to working, at all times, in line with our values of Excellence, Integrity and Respect, and sustaining our wider teams collaborative relationship.

## 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.
- Configuration of quotations, processing payments whilst paying attention to detail.
- Undertaking back-office administration tasks.

## Key Attributes

- Being passionate about customer service.
- Ability to communicate effectively.
- Have a passionate can-do attitude.
- Ability to work under pressure in a calm, timely and efficient manner.
- Strong IT skills.
- Positive proactive approach to Health & Safety.

If successful in your application, you will be joining a forward thinking team, which places our customers at the heart of everything we do. You will have the opportunity to influence our service to customers, suggest and implement improvements and develop personal skills.

For an informal discussion, please contact Rebecca Mariner, Developer Services Team Leader on 023 9224 9318.

**Salary starting at £17,103 rising to £22,143**

**Full time permanent position**

**Monday to Friday, 8.30am to 4.30pm**

**Based at Havant**

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

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

**E-mail: [jobs@portsmouthwater.co.uk](mailto:jobs@portsmouthwater.co.uk)**

**Website: [www.portsmouthwater.co.uk](http://www.portsmouthwater.co.uk)**



We are happy to consider flexible working arrangements. This can include alternative days / hours of work or work location. Please specify any request in your application.

**Closing date: 19 MARCH 2021**