



Wholesale Service Desk Team Leader

We are looking to appoint a Wholesale Service Desk Team Leader to join our Business Markets team. We are passionate about delivering exceptional levels of customer service to our retailers and non-household customers and are looking for candidates who share this desire.

The role, reporting to the Business Markets Manager, will suit someone with experience in a customer focused environment, who is comfortable communicating with customers and other internal departments and confident in handling their queries. The ideal candidate will have a can-do attitude and a strong desire to continue to deliver industry leading performance. The role will involve leading the Wholesale Service Desk, in the non-household water retail market, by ensuring daily activities are completed within the prescribed Service Level Agreement and undertaking mini-projects to deliver on the annual Market Performance Operating Plan.

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 and innovative relationships.

Key Responsibilities

- Delivering an exceptional level of customer service.
- Resolving queries at first point of contact.
- Prompt resolution of escalations.
- Ensuring SLAs are met to prevent any reputational and financial impact.
- Liaising with departments from across the business.
- Attending Market meetings.
- Undertaking administrative tasks.
- Have a thorough understanding of the MOSL Operational Codes.

Key Attributes

- Positive approach to Health and Safety.
- Being passionate about customer service.
- The willingness to innovate and collaborate.
- Having excellent communication skills.
- Having a positive can-do attitude.
- The ability to work under pressure whilst remaining calm.
- Complete work in a timely and efficient manner.
- Strong IT skills.

If successful in your application you will join a hardworking, forward thinking team who have a strong desire to deliver excellent levels of customer services and industry leading performance. You will have the opportunity to influence how the industry can meet the needs of the non-household water market.

Ideally, the applicant will have a supervisory qualification, or give a commitment to obtain one.

For an informal discussion, please contact Sam Dawson, Business Markets Manager, initially by email (sam.dawson@portsmouthwater.co.uk).

Full time permanent position

Monday to Friday, 8.30am to 4.30pm

Salary starting at £25,356 rising to £28,347

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

Website: 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 APRIL 2021