



# Customer Support and Collection Advisor

We are looking to appoint a Customer Support and Collection Advisor to join our Affordability & Debt Team. This vacancy will suit someone who has excellent customer service skills as they will be communicating directly with customers face to face on a daily basis.

This is a field-based role supporting vulnerable and non-vulnerable customers who have fallen behind in payment of their water bill by identifying the reason for non-payment and offering appropriate arrears solutions. This will include agreeing and setting up affordable repayment arrangements, promotion of our schemes, tariffs and water efficiency advice in the home and confirming residency.

## Key Skills

- Previous collections, debt or arrears management experience would be beneficial, but not essential as full training will be given.
- Ability to work with vulnerable customers and identify opportunities to improve the customer experience, making a difference when it really matters.
- Excellent team-player who can work independently and adapt well to change.
- You will be punctual and flexible in adapting to changing environments based on role requirements
- Exceptional interpersonal and communication skills with the ability to empathise and build positive customer relations.
- Ability to deal with challenging situations in a professional and compassionate manner.
- Time management and organisational skills to plan workloads.
- Good IT skills as administrative work is required.
- Positive approach to Health & Safety in the workplace and the wider community.

If successful in your application, you will be joining a forward-thinking team which really places the customer at the heart of everything we do. Demonstrating our values, Excellence, Integrity and Respect are an essential requirement for the role, 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.

**Salary Range: £20,319 - £22,920**

**Based at Havant and Surrounding Area**

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**If applying externally please include your CV and salary expectations.**

**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: 8 APRIL 2022**