



# Customer Services Advisor

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 requests 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. Recent 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
- Undertaking some back-office administration tasks

## Key Attributes

- Being passionate about customer service
- Ability to communicate effectively
- Have a positive can-do attitude
- Ability to work under pressure and multitask
- Strong IT skills
- Positive approach to Health & Safety

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. You will have the opportunity to get involved in wider business activities, such as volunteering at community events, helping at the annual science fair and raising money for WaterAid. 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 Kim Rowe, Customer Services Supervisor on 023 9224 9325.

**Monday to Friday, 9am to 5pm**

**Salary starting at £20,319 rising to £22,920 (Grade 2)**

**Based at Havant**

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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: 31 MAY 2022**