



Wholesale Service Desk Advisor (12 month fixed term contract)

We are looking to appoint a Wholesale Service Desk Advisor to work within the Wholesale Services area of our Business Markets Team, on a 12 month fixed term contract. We are passionate about delivering exceptional levels of customer service to our Retail Customers, and are looking for candidates who share this desire.

The role reporting to the Wholesale Service Desk Team Leader, will suit someone with a passion to deliver excellent customer service and who is driven to ensure the department continues to perform as industry leaders. The role will involve liaising with Retail Customers and Non-Household Customers to resolve any query they may have whilst ensuring the department meets its Service Level Agreements set by MOSL.

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 team's collaborative relationship.

Key Responsibilities

- Delivering an exceptional level of customer service
- Listening to customers, understanding their needs and providing tailored solutions
- Liaising with different departments across the business to ensure SLA's are met
- Resolving queries at first point of contact

Key Behaviours

- Being passionate about customer service
- Ability to communicate effectively to multiple internal and external stakeholders
- Have a passionate can-do attitude
- Ability to work under pressure in a calm, timely and efficient manner
- Highly organised
- Flexible and co-operative
- Demonstrate a high level of accuracy

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 Retail and Non-Household Customers, suggest and implement improvements and develop personal skills.

For an informal discussion, please contact Becca Watson, Wholesale Service Desk Team Leader, initially by email, (rebecca.watson@portsmouthwater.co.uk).

Salary £20,319 to £22,920 - (Grade 2)

Full time permanent position

Monday to Friday, 8.30am to 4.30pm

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

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: 31 MAY 2022