



# 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 sending outbound communications to customers, updating customer records and querying internal systems. The successful individual will work at all times in line with our values of Excellence, Respect and Integrity.

## Key Responsibilities

- Delivering an exceptional level of Customer Service
- Processing account changes paying excellent attention to detail
- Sending outbound customer communications
- Back-office administration tasks

## Key Attributes

- Be passionate about Customer Service
- Ability to communicate effectively to a range of customers
- 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 centre of everything we do. The Team has the opportunity to get involved in wider business activities such as volunteering at community events, being part of internal working groups and raising money for WaterAid. The Team really has the ability 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.

**Salary: £20,319 (Grade 2)**

**12 month position**

**Full Time (36¼ hours)**

**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: 11 NOVEMBER 2022**