

# CUSTOMER SERVICES ADVISOR

**We're making a difference: Together, we can ensure that there is enough water for everyone, now and in the future.**

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 always work in line with our values of Excellence, Future Focus and Integrity. Recent call centre experience is preferable.

## Key Responsibilities

- Delivering an exceptional level of customer service
- Use CRM system to process inbound customer contact which could be received via phone, email, letter, customer portal, live chat or any other channels the business makes available to customers
- Resolving queries at first point of contact
- Data entry accuracy – customer details, recording of complaints, account changes
- Processing of some reporting – credit lists, old bank details etc
- Processing technician job results ensuring customer is kept up to date and account updated as required
- Managing tariffs – Social Tariff and WaterSure
- Listening to customers, understanding their needs and providing tailored solutions
- Undertaking some back-office administration tasks
- Managing your own diary



**320,000**

Properties supplied  
with water



**170 Million**

Litres of drinking  
water per day



**21**

Natural water  
sources



Excellence | Integrity | Future Focus

**£24,000** per annum

**GRADE 2**

**MONDAY TO FRIDAY – 9AM TO 5PM  
BASED AT HAVANT**

### Hours:

Full-time | Permanent

### Holiday:

25 days increasing with every 2 years of  
service, plus bank holidays

### Pension:

A generous pension scheme in which  
Portsmouth Water will contribute up to 15%

### Life assurance:

The life assurance scheme provides a death in  
service lump sum benefit of 4 times  
pensionable salary

**CONTINUED**

**CLOSING DATE: 2<sup>nd</sup> JULY 2024**

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## 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

## Experience

- Recent call centre experience is highly desirable
- Experience of working in a busy customer facing environment is desirable

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.

## What can Portsmouth Water offer you?



Pension Scheme



Flexible Working Opportunities



Professional Development



Employee Assistance Program



Life Assurance



Annual Salary Review



Holiday Entitlement

**Excellence in water. Always.**  
Committed to a sustainable future together



Excellence | Integrity | Future Focus

## Apply Today

If you have the skills and experience to excel as our Customer Services Advisor, apply today at [jobs@portsmouthwater.co.uk](mailto:jobs@portsmouthwater.co.uk)

We recognise people want to work in a variety of different ways, this means we are happy to consider flexible working arrangements. Please talk to us at the interview about the flexibility you may want.

We support equality, diversity and inclusion and encourage applications from all sections of society. The Company has a responsibility to ensure that all employees are eligible to work and live in the UK.

Due to the high volume of applications received we are unable to respond to unsuccessful candidates. If your application is of interest to us, we will normally contact you within 2 weeks of receiving your application.

**Apply Now**