|  |  |
| --- | --- |
| **Job Title** | Customer Service Administrator |
| **Reports To** | Customer Service Manager |
| **Job Location** | Office-based AgilityEco’s offices in Aylesbury. |
| **Remuneration** | £26,497.25 - £27,500 |
| **Hours** | 38.75 hours per week. 25 days annual leave (increasing by 1 day per year of service up to 5 years) Plus bank holidays. 2 paid volunteer days annually.Possibility may require occasional evenings and Saturdays (09:00-12:00) |
| **Purpose Statement** | AgilityEco is a mission-led BCorp business that provides a range of services supporting energy efficiency and retrofit into domestic properties in Britain – especially in fuel poor and vulnerable homes.AgilityEco has grown to become one of the leading delivery organisations for energy efficiency and retrofit programmes in Britain, supporting over 36,000 households in 2022/23, delivering nearly 95,000 energy efficiency measures and generating £75m in lifetime bill savings. Working with hundreds of partner organisations, including partnerships with 365 local authorities, we provide a range of services for energy companies, homeowners, installers, local authorities and social housing and private landlords.We value diversity and encourage people from all backgrounds and communities to apply, our team’s individual life experiences are part of what makes us great, and we commit to providing a safe and inclusive environment for all.  Do you have excellent customer service skills, empathy, and the drive to reduce number of families in fuel poverty in the UK?The Customer Service Team sit at the heart of the company. Often the initial engagement for the customer journey starts here. You will have the opportunity to assist customers throughout their journey, providing a positive experience.You will be highly organised and be able to demonstrate an ability to work flexibly, using your initiative and judgement to manage customer queries and expectations. The nature of our programmes means that we are regularly dealing with vulnerable members of society and our team need to have the confidence, empathy, and understanding to talk effectively to these residents, and identify risks or home improvement needs. You will need to be passionate about helping people and suggesting solutions.This role offers a fantastic opportunity for an enthusiastic individual who wants to work in an exciting and dynamic environment in a growing, successful business that makes a difference to people’s lives. |
| **Responsibilities** | * Provide information and support to customers across a range of energy efficiency programmes and community scheme initiatives via telephone and email.
* Confidently manage a wide variety of inbound and outbound telephone calls in line with our service level agreement, taking appropriate action to ensure customer/client satisfaction
* Deliver consistent excellence in customer service delivery.
* Demonstrate confident and professional dealing with customer complaints.
* Ensure consistent delivery of service against key performance indicators.
* Document customer engagement across business platforms.
* Working effectively with internal departments and industry partners to help deliver our full range of services.
* Ability to decide on the most appropriate means of communication (written and oral) and accurately deliver when updating, advising, and referring information to clients, customers, and industry partners.
* Recognise when to escalate queries and work opportunities to senior members of the team.

The role will involve a close working relationship with all internal teams at AgilityEco, as well as external delivery partners.* This is an office-based role in Aylesbury
 |
| **Working Relationships** | The role will involve a close working relationship with the AgilityEco Contact Centre and other departments to support all customers  |
| **Skills, Knowledge and Expertise** |
| **Essential Knowledge and Qualifications** | * Excellent verbal and written communication skills
* Calm and professional manner when dealing with complaints.
* Accuracy in reporting and administration
* Strong attention to detail.
* Methodical and organised with ability to multi-task.
* Comfortable with using IT platforms.
* Teamwork
* Time management
* Ability to deal with difficult calls.
* Adaptability and flexibility
* Self-motivation and ability to work without direct supervision.
* Composure when faced with difficult situations / scenarios.
 |
| **Reserved criteria:** These skills/experiences will only be considered if there is a situation of jointly experienced candidates, please still apply if you don’t have any of these.  | * Advantage to have experience of outbound sales calls but not essential
 |
| **Person Specification** | * Understanding of excellent customer service
* Organised and structured approach to work
* Ability to manage multiple tasks.
* Ability to work under pressure and to tight deadlines.
* Drive to develop your own skills and career progression.
* Team player
* Self-motivated, driven, and proactive
* Ability to maintain highest level of confidentiality.
 |