

## **JOB SPECIFICATION: Customer Service Advisor**

BoilerJuice is a successful and profitable digital energy business. We are looking for an experienced customer service advisor to join our existing team.

Reporting to our Customer Services Manager, you will be the first point of contact for our customers needing assistance with their existing order or product. You will display great listening skills and be an excellent communicator.

You will be responsible for communicating with both our customers and supply partners, by phone, email and live chat, to build and develop strong relationships, trust and rapport.

During your working day you will:

- Speak directly with customers either by telephone or electronically via Email or Live Chat
- respond promptly and knowledgably to customer enquiries
- handle and resolve customer complaints, taking responsibility for resolving issues and using initiative when required
- Obtain and evaluate all relevant information to handle product and service enquiries, and to keep product knowledge up-to-date when new products and services are launched.
- Process order queries, cancellations and transfers, customer refunds and requests accurately and efficiently.
- To direct requests and unresolved issues to the designated resource
- accurately record details of enquiries, comments and complaints on applicable customer record/order records as appropriate
- record details of any actions taken on behalf of customer/supplier
- ensure that the information flow between customer and supplier is compiled and sent in an accurate and timely manner.
- remain professional, friendly, knowledgeable and efficient at all times
- demonstrate a 'can-do attitude'

### **About us...**

You might not know that over 1.5 million UK households aren't connected to mains gas, instead having to rely on heating oil (Kerosene) to heat their homes. These households have to top up heating oil tanks with regular deliveries or risk running out of heating oil.

In 2004, a group of friends founded BoilerJuice, a new online service designed to help consumers find the best heating oil price in their area, quickly and easily. Back then, we broke new ground as the UK's first price comparison service and a pure play online business in a traditional sector. Today, we're the UK's number one heating oil marketplace. Independent and impartial, we deliver oil to thousands of UK households every week, saving them time and money. In 2017, we celebrated a volume milestone: one billion litres delivered, and counting...

We're an established company with a proven business model and a solid customer base that's kept the start-up mindset and is investing to accelerate growth. This is not just scaling up by doing more-of-the-same. We are also creating new products that combine Internet-of-Things with smart data analysis to change the way a market works.

Whilst we're excited about what we do, we like to think we're relatively down-to-earth. We don't have a big hierarchy, a special dress code, or a company song about heating oil, but we do have a great track record in customer service.

#### **You'll have ...**

- Excellent interpersonal skills
- Exceptional communication skills – both verbal and written
- The ability to listen well before making a sound judgement
- Ability to analyse problems quickly and concisely and good at problem-solving
- Experience at managing multiple tasks efficiently
- Excellent attention to detail and accuracy
- Accurate data collection and ability to follow processes and procedures
- Customer service orientation – understanding the role fully including the systems and how they all work.
- Being adaptable and resilient
- Ability to use own initiative
- To have a high stress tolerance

#### **The reward ...**

- Salary: £17.5k
- Bonus: Up to 10% of your salary
- Healthcare: BUPA (on completion of probation)
- Pension: Company and personal contribution
- Holiday: 23 days holiday, increasing to 25 days from 1 April 2019
- Gym: Subsidised gym membership

**Location** – this role will be based in our office in St Ives