



24 Hour Team Advisor

Operational Contact Centre

Job Band & Salary: £22,103 + Allowances

Location: St Mellons, Cardiff

What you will do

Providing excellent customer service is our main priority at the Operations Contact Centre (OCC). As a 24 Hour Team Advisor you will be responsible for managing incidents by keeping customers, call advisors and other third parties up to date on incidents and liaising with the operational areas. You will need to be able to work in a busy and challenging environment, and be flexible and self-motivated.

The role also includes taking customer calls out of hours and at busy times in hours. In addition, you will be expected to act as the supervisor out of hours including helping advisors deal with more complex queries and managing complaint calls from customers.

The OCC operates 24 hours / 7 days a week and you will be required to work a shift pattern to cover these hours of work. You will also be required to be part of a standby rota to ensure we have the required support at all times.

Who we are

When you think about it, water is the most basic human need. So what we do at Welsh Water is incredibly important – we give three million customers safe, clean water, take away their dirty water and help to protect our beautiful environment.

It's an awesome responsibility, and we have to earn our customers' trust every single day. Being the only not-for-profit company in the utilities sector is certainly a good start. Every single penny we make goes back into looking after their water and environment, rather than going to the pockets of shareholders.

Retail Services is a fast paced, customer focused commercial environment where we are driven by providing service excellence to our customers. We are offering a fantastic opportunity for the right individuals to join the Operations Call Centre (OCC) and play a part in shaping our future.

What we offer

We know that if our employees are happy, our customers are happy. That's why we offer a great benefits package. As one of the biggest companies in Wales, our reward and benefits package includes:

- Generous Pension Plan
- 24 days annual leave plus public holidays
- Full Training Provided
- Colleague Reward Scheme (Bonus)
- Flexible Benefits (child care vouchers, cycle to work, buy & sell annual leave)
- Onsite restaurant and car park

Interested?

Please send a CV and Covering Letter along with our Declaration Form, available on our website, and return it to Recruitment@dwrwymru.com

Unfortunately, we are unable to accept applications without a completed Declaration Form.

Applications must be received by: **Midday, 28 April 2017**



About the Role:

Reports to: OCC Team Leader

Contract: Permanent

Working hours: 37 per week

What you'll be responsible for

- ◆ Be responsible for the health and safety of the team when appropriate
- ◆ Closely monitor incoming calls using desktop viewer and production looking for clusters and potential incidents and escalating where appropriate
- ◆ Continually liaising with operational areas to review updates on all incidents
- ◆ Proactively mass texting and ensuring bulletin board and web site are up to date with relevant information for advisors and customers
- ◆ Take escalation calls as required from the customer call advisors in order to avoid a written complaint
- ◆ Support the OCC taking inbound calls during operational incidents
- ◆ Build positive working relationships with team managers and other departments to ensure a seamless service to customers
- ◆ Taking customer calls out of hours and in hours at busy periods when necessary
- ◆ Acting as supervisor for department out of hours
- ◆ Supporting call advisors with any queries and escalated complaints
- ◆ Be able to manage quiet periods by demonstrating the ability to be highly motivated and versatile and proactive

About you

Knowledge, Skills and Experience	Essential	Desirable
Ability to communicate effectively and sensitively with customers and stakeholders	◆	
Proven ability to organise a complex workload and work to strict deadlines	◆	
Experience in managing difficult customers in order to avoid the likelihood of written complaints	◆	
Ability to deal with conflicting demands ensuring key priorities and deadlines are met through effective time management	◆	
Readiness to take responsibility for working tasks and issues, and be accountable for their timely delivery and quality.	◆	
Personal resilience and ability to perform effectively in a pressurised environment	◆	
Experience in managing people	◆	
An excellent knowledge of the Operations business with the ability to ensure excellent customer service in all situations	◆	



Well-developed IT skills (including word, excel, SAP and general IT issues)		●
Excellent communication and writing skills and the ability to adapt your style to meet the needs of individuals	●	
An organised and meticulous approach in work	●	
Enthusiasm and ability to lead by example and to project a positive and professional image of DCWW with all contacts and stakeholders at all times	●	
The drive and ability to exchange appropriate information with relevant people, at the right time, and be as open as confidentiality allows	●	
Ability to gather, understand, analyse and interpret information & concepts, verbal or numerical, about people or situations, quickly		●
The drive and energy to produce excellent results and to continually find ways of improving relationships, outputs and processes		●
Ability to make a clear, persuasive presentation of ideas or facts, verbally or in writing; to gain agreement or acceptance of proposals or views		●

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