



Debt Advisor

Collections Department

Salary: £15,916 - £19,756

Location: Linea Office, St Mellons

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 individual (s) to join the Collections Department and play a part in shaping our future.

What you will do

As a telephone advisor on the Debt Team, your role will be to establish contact with our customers who are behind with their payments. You will use your skills to identify the reasons for the arrears, collect immediate payments, and negotiate payment plans that are appropriate to our customer's individual circumstances.

By listening and using appropriate questioning, you will investigate accounts and our customer's situation, to identify and respond to customers who may be experiencing financial difficulties and be able to offer guidance and awareness of the assistance schemes and support that is available.

Having strong communication skills and the right personable behaviours when working with our customer's play an important factor in achieving effective customer resolution. You will need have calm and empathetic approach, whilst being persistent and resilient in your work, with a clear focus on how and when we get paid. A strong team player with a responsible attitude you will take ownership of accounts, team targets and liaise closely with departments across our business to provide effective solutions.

We operate within clear debt guidelines and policies when dealing with inbound and outbound contacts and customer data, delivering customer excellence at all times.

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 complete the application form, available on our website, and return it to Recruitment@dwrcymru.com

The Declaration Form, available on our website, will also need to be completed and submitted.

Start date for successful candidates will be 5th June 2017. Further opportunities to join the Welsh Water Retail Team will be available at later dates in 2017.

About the Role:

Reports to: Debt Team Leaders

Contract: Permanent

Working hours: 37 hours a week. Following a shift pattern in line with departmental operation: hours 8am – 8pm Monday – Friday, and 8:30am-1:30pm on a Saturday.

What you'll be responsible for

- ◆ Dealing with inbound and outbound customer led calls, along with written contacts (e-mails, letters) to negotiate repayment of outstanding water bill charges.
- ◆ Collecting cash from customers in debt and financial difficulty and be able to work with our customers to better understand their circumstances and establish appropriate re-payment arrangements, so accounts are up to date as quickly as possible.
- ◆ Identifying and responding to signs of customer vulnerability, ensuring that these customers are made aware of available support, including signposting to external debt advice services or a subject matter expert.
- ◆ Raising customer awareness to Welsh Water's social tariffs and assistance schemes at every opportunity.
- ◆ Investigate overdue accounts using in-house systems and external data to validate customer details and ensuring accurate customer records and appropriate billing and recovery action is taken.
- ◆ Adhere to the Company's debt guidelines and accurate data is captured and updated on every contact in line with our Data Protection guidelines.
- ◆ Delivery of the highest standards of service to our customers at all times, ensuring that all queries are resolved quickly and effectively.
- ◆ Working with colleagues in departments across our business to resolve issues and remove barriers to payment.
- ◆ Support other departments and teams across the business, sharing workloads and ad hoc business priorities as and when required to ensure the business achieves its targets.

About you

Knowledge, Skills and Experience	Essential	Desirable
Previous collections experience, preferably in a call centre environment.	•	
An understanding of different collection tools, techniques and actions and when to apply them, such as litigation	•	
Able to use multiple computer systems. Knowledge of the retail corporate systems (RapidXtra, Tallyman)		•
Strong telephone, negotiation and questioning skills	•	
Good verbal and written communication skills	•	
Initiative and problem solving, both to resolve customer queries in a timely manner and with accuracy, and make connections in data and information to assist in the tracing of debtors	•	
Experience within a customer service role, or being able to demonstrate a good understanding of excellent customer service	•	

Dwr Cymru Welsh Water is an Equal Opportunities Employer.