

Customer Experience Advisors

Retail



Salary: £15,916 – increasing to £16,437 after 6 months

Location: St. Mellons, Cardiff

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.

It's our job to provide over 3 million customers with clean, safe drinking water every single day. And then take it away again once it's been used. When a customer ever needs to speak to us, our Customer Experience colleagues do the best they can to help. Our aim is to earn the trust of our customers' every day. And we can only do this by providing the best customer service every time.

What you'll do

Your role will be to handle customer enquiries primarily through taking inbound calls. A key element of the role is ensuring that we deliver the right outcome for the customer, at the right time and in the most effective way possible. Our customers could be asking about anything from changing an address, ways to pay, requesting a meter, leakage or flooding. With your strong customer focused approach you will have a real desire to create a great experience for our customers.

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
- ◆ Modern working environment
- ◆ Colleague Reward (Bonus)
- ◆ Water Bill Save
- ◆ 24 days annual leave + BH
- ◆ Onsite restaurant
- ◆ Childcare Voucher Scheme
- ◆ Cycle to Work
- ◆ Full training provided
- ◆ Free Parking
- ◆ Full and Part Time roles
- ◆ 37-hour week (Full Time)

Interested?

Please submit a CV and covering letter, detailing your suitability for the role, to our Recruitment Team at recruitment@dwrwymru.com. Covering letters must be a minimum of 250 words.

Closing Date: **Midday, 05 June 2017**

Shortlisting will take place during the recruitment window, and applicants may be invited to a Stage 1 assessment before the closing date has passed

If successful, the start date for these positions will be [Monday 19 June 2017](#)

Successful applicants will be required to commit to 8 weeks training at our St Mellons location, on a full time basis, for the period [19 June 2017 – 11 August 2017](#)

Customer Experience Advisor

Reports to: Team Manager

Contract: Permanent

Working hours: Full time (37 per week), working shifts 5 out of 6 days a week, between 8am and 8pm Monday – Friday, and 8.30am to 1.30pm on a Saturday.
Part time (circa 20 per week), reduced shifts per above pattern.

What you'll be responsible for

1. To provide excellent customer services on all customer contacts and resolving queries accurately first time to prevent repeat contacts.
2. To ensure accurate data is captured on every contact to meet our data protection requirements.
3. To maximise cash collection whilst ensuring you adhere to the debt guidelines.
4. To identify ideas and opportunities to reduce contacts and improve cash collection, and refer these to your team manager.
5. To maximise availability to the customer whilst maintaining efficiencies to ensure that department targets are achieved. To adapt according to management information on a real time basis
6. To take a flexible approach to support the department and business with adhoc duties, admin tasks and business projects when required to meet the business needs.

Who you'll be working with

- Internal: Internal Support Services
- External: DCWW Customers

About you

Knowledge, Skills and Experience	Essential	Desirable
Rapport building in a customer service environment to provide a good customer experience	•	
Good verbal communication skills with customers and colleagues	•	
Initiative & problem solving skills to provide the best solution for the customer and the business	•	
I.T. literate to be able to use multiple computer systems	•	
Time Management to maximise your availability to speak to the customer, and process additional tasks	•	
Numerate to identify the best payment plan for the customer	•	
Negotiation & influencing skills to maximise cash collection	•	
The ability to multi task in order to undertake a variety of tasks	•	
Attention to, and ability to retain information to ensure correct processes are followed	•	
Ability to speak and write in Welsh		•

Dwr Cymru Welsh Water is an Equal Opportunities Employer