

Customer Engagement Specialist (Fully Remote)

Date

January 2024

Company

Power NI



Contract

Permanent Full Time

Working Hours

37 hours Monday to Friday (part time hours available)



Salary

Starting salary £22,500 with opportunities to progress to £24,900, plus a 10% annual bonus. Additional opportunities to progress to £27,390, following development to a Senior Customer Engagement Specialist.

At Energia Group, energy moves us to be a positive force for change within the energy industry and society at large. Through our two brands, Energia and Power NI, we deliver energy solutions and innovative technologies to homes and businesses across Ireland – driving our country's renewable energy future forward. We are on the lookout for people who want to transform their ambition into impact and channel their energy into making a positive difference.

About the role

You will be the first point of contact for all domestic queries, responding to and delivering a customer experience that is second to none. Working alongside some of the industry's best customer service advisors, you will contribute towards achieving business performance targets ensuring the Power NI brand continues to grow.

The ideal candidate will be empathetic, caring, highly motivated, disciplined, and reliable with a focus on providing an amazing customer experience driven through natural conversations to achieve high customer satisfaction. Our customers would agree and scored us 86% in satisfaction surveys based on last year's performance.

Responsibilities

Day-to-day, here's what your new role would look like:

- Provide the highest level of service to our domestic customers whether through voice initially progressing onto social or email interactions. An average day of customer calls consists of helping up to 30 customers per day.
- Responsible for updating our accounts using our Customer Care and Billing System.
- You will have the skills to listen carefully to our domestic customers' needs in order to actively promote and establish payment schemes alongside our other products and services to match our customers' requirements.
- Supporting our vulnerable customers and you will receive ongoing training from our in-house specialists and charity partners.
- You will have the desire to get involved in a range of community focused activities.
- You will be able to develop and maintain positive working relationships both internally and externally with our domestic customers.
- Carry out all duties in line with company policies, procedures, and relevant industry guidelines.

TRUSTWORTHY

DYNAMIC

RESOURCEFUL

COMMUNITY FOCUSED

About you

These are required to be shortlisted for interview:

- At least 6 months' experience of working remotely.
- 6 months customer service experience.
- Excellent numerical, spoken, and written communication skills with the ability to listen effectively.
- Computer savvy with a good working knowledge of Microsoft Office.

These help decide between those who meet all the above criteria:

- Previous experience of working within a contact centre environment.
- GCSE level education (to include English and Maths A* - C grade or equivalent).

Energised for better

These are the behaviours, skills, and knowledge you need to be successful in our organisation:

Leading Self

Effective Collaboration
Flexibility, Agility
& Resilience
Emotional Intelligence

Future Ready

Digital Readiness
Ideation & Innovation

Achieving Success

Customer & Stakeholder Centric
Critical Thinking & Problem-Solving
Strive For Excellence

What we can offer you



Our Rewards



Excellent
Holiday
Allowance



Annual
Bonus



Cycle to
Work Scheme



Health
Care



Referral
Bonuses



Family Friendly
Policies



Learning & Development



Career
Development



Mentoring



Wellbeing
Programme



Award
Winning
Company



Employee
Assistance
Programme



Social Opportunities



2 Volunteer
Days / Year



Sports and
Social Clubs



DE&I
Programme

Awards

- Support Team & Innovation – EBSS Technical Support Team - CCNNI Awards.
- Utility Week Awards London - Customer Experience Award.