

Job Specification

Vacancy: Customer Engagement Specialists
Contract: Part Time & Full Time Positions Available
Salary: £18,000 (with opportunities to progress to £22,589)
Bonus: Up to 10% of Basic Salary
Date: October 2021
Company: Power NI

Your new company

Leading the energy industry in the Republic of Ireland and Northern Ireland, Energia Group operate in three separate areas: **Renewables, Flexible Generation and Customer Solutions**. With an annual turnover of circa €2 Billion, Energia Group is one of Ireland's Top 50 Businesses.

Our industry is in a constant state of change and Power NI, part of Energia Group, need exceptional people like you to help us deliver the future of energy.

So... are you ready to switch on your career with Ireland's leading energy provider?

What we offer

These roles are offered on a permanent contract basis and in addition to the all-important competitive salary and generous company pension (up to 6%), we also want to shout about some of our other great benefits;

- £18,000 starting salary with annual progressions of up to £1,000 per annum
- A bonus of up to 10% of basic salary
- 23 days annual leave (increasing to 25 days after 2 years) and 11 bank holidays
- 37 hour working week
- Opportunity to buy extra holidays
- Annual Salary Review

Benefits



- Health Cash Plan
- Employee Assistant Programme (Counselling Service)
- Subsidised Gym Membership
- Wellbeing Calendar
- Membership of Sports and Social Clubs
- Annual Flu Vaccines
- Monthly Wellbeing Incentives

Wellbeing



- Excellent opportunities for career progression across all business areas and year-round learning
- L&D Calender
- Talent Programmes
- Mentoring Programmes
- Annual Performance Development Reviews

Learning and Development



- We are a welcoming & innovative workplace. Get involved in company events, sports & social clubs, team events and volunteering opportunities. We are community focused and have a high level of comradery

Company Culture



- The Innovation Hub is a cross business and function group that encourages collaboration across the organisation, bringing emerging projects from idea to reality and championing more innovative ways of working. Innovation is everyone's job and it's up to us to shape our power and our future

Innovation



Location

These roles will be based in our high spec offices in Antrim Technology Park, Muckamore, with the possibility of blended home/office working options available once training has been concluded.

Your new 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 across either of our Power NI or Energia retail brands. Working alongside some of the industry's best customer service advisers, you will work towards achieving business performance targets ensuring the Power NI/Energia brands continue to grow.

Key responsibilities and accountabilities:

- Listen effectively and respond accordingly to our customer's needs
- Win and retain customers through your passion for great customer service
- Use Microsoft Office and Power NI's Customer Care and Billing Systems to manage your workflow on a daily basis
- Actively promote and establish payment schemes alongside our other Power NI products and services to match our customers' needs
- Develop and maintain positive working relationships both internally and externally
- Carry out all duties in line with company policies, procedures and relevant industry guidelines

Essential Criteria:

- 5 GCSE's (grade A-C to include Maths and English), or 3 GCSE's (grade A-C to include Maths and English) and previous experience of working in a contact centre
- A suitable place to work at home and good broadband connection
- Strong IT Skills with a good working knowledge of MS Office
- Excellent verbal and written communication skills with the ability to listen effectively

Desirable Criteria:

- Administration experience
- Experience of using contact centre telephony systems
- Experience of liaising directly with customers to promote the services of the company

Competencies:

- Drive for Results
- Judgement/Decision Making
- Communication
- Taking Ownership
- Managing Relations

Additional Requirements:

The job requires a considerable degree of commitment, flexibility and adaptability on the part of the job holders to meet quality standards and work deadlines. The individual must have a forward-thinking approach and be able to work independently.



Selection & Training

If successfully shortlisted, you will be invited to take part in a competency-based interview with our Team Leaders, which will be conducted virtually.

Once you start you will undertake a 4-week training programme with one of our specialist Trainers, delivered on a hybrid basis at our Antrim site and remotely. You will be provided with all the tools and support you need to become a confident and skilled agent.

To Apply

Simply click on the [Apply Now](#) button located on the Job Advert.

A reserve list will be held for 6 months in which you will be placed if you are suitable for the role. Energia Group is an equal opportunities employer.

Please note that this recruitment campaign is managed in-house and we will not accept any third party-applications unless requested from agreed agencies.

