



Energy Administrator

Full Time | Market Harborough

Summary

The Energy Administrator deals with incoming customer queries and provides exemplary service alongside supporting our Energy Specialist with their day to day administration.

The successful candidate will have had experience working in a customer facing and administrative role and will have worked closely with customer complaints and objection handling, identifying problem areas, finding appropriate solutions and delighting customers.

A key part of the role will involve using the energy portal and managing daily tasks including uploading leads, generating quotes and contracts.

This individual will be passionate about their own development within Welcomm and get stuck in with responsibilities outside of their job role. Living and breathing our values and being a Welcomm champion, whilst always keeping the customer at the heart of what we do.

Frequent internal training and upskilling will provide the candidate with the best industry knowledge enabling them to offer an exemplary service to our customers.

Key Responsibilities

- Lead administrator on the Energy administration work
- Utilising the Energy portal to manage daily tasks including uploading leads, generating quotes and contracts
- Effectively manage all Energy in-bound telephone queries and where possible resolve / action all customers' requests and queries
- Provide sales administration support to all sales teams
- Provide proactive service in customer re-signs, contracts and proposals.
- Supporting Welcomm's utility customers through online portals to raise tickets relating to billing and contract related queries
- Liaising with suppliers to follow through on customer queries and processing termination requests
- Take a proactive approach to resolving customer queries productively and efficiently whilst maintaining full responsibility and accountability for the problem
- Identify popular products not in Welcomm's portfolio and bring them to the attention of your line manager
- Complaint handling





Microsoft Partner



- To be able to identify and follow through potential sales opportunities
- To provide first level advice and technical assistance to customers
- To provide thorough handover when escalating problems and complaints
- To ensure that the customer is fully satisfied with the service that we have provided at every point, meeting the relevant Customer Service KPI levels
- Bring to the management's attention all customer matters or competitor activity that may present risk or opportunities for the company
- To provide commercial quotes from Welcomm's portfolio
- To process any account / billing changes when the customer is in contract with Welcomm
- Provide administration support to sales managers and senior management when required
- To enter all actions and customer contacts onto Welcomm's CRM system
- To analyse data from Company systems to review usage and provide relevant and timely reporting

Personal Attributes

- Must be exceptionally customer focused with an outstanding telephone manner
- Must have an open mind, a willingness to learn and a keen interest in the energy industry
- Strong customer focussed communication with both internal and external people
- Highly literate, with strong skills in Microsoft Word and Excel
- Strong ability to manage multiple conflicting priorities without loss of composure
- Excellent time management and organisational skills
- Be able to confidently function independently and as part of a team
- Thrives on taking ownership and accountability for problems, seeing the problem through to resolution
- Takes initiative and provides creative solutions to problems
- Succinct analytical skills to identify customer needs and be able to propose a solution of benefit to the customer
- Listen and provide solutions diligently and promptly
- Be answerable and responsible for your decisions and actions
- Serve with motivation and dedication
- Ability to work within a team to achieve a common goal
- Be creative and go the extra mile to deliver results
- Be humble and polite
- Provide a quality and efficient service to our customers

Disclaimer

Please note that this job description is not an exhaustive or comprehensive list of all possible job responsibilities, tasks and duties. If your application is successful, the responsibilities, tasks and duties of Welcomm might differ from those outlined in the job description, and that other duties, as assigned, might be part of the job.

