

Job Description			
<b>Post Job Title:</b>	Customer Service Advisor	<b>Reports to Job Title:</b>	Team Leader
<b>Division:</b>	Calisen Metering	<b>Department:</b>	Operations
<b>Version:</b>	VI-11.2023	<b>Date Updated:</b>	Nov 2023

### 1. Purpose of the Job

1.1	Work within one of the meter exchange teams to book & manage metering appointments.
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### 2. Key Accountabilities

2.1	Handle calls with suppliers and/or their customers regarding booking smart meter appointments.
2.2	Managing customer appointments including liaising with different departments to come to a suitable resolution for the customer.
2.3	Generating letters to be sent out to customers.
2.4	Administration duties on internal systems.
2.5	Call handling as and when required.
2.6	Ensuring excellent customer service is provided.
2.7	Promote a safety culture within Lowri Beck and ensure compliance with the requirements of the Health and Safety at Work Act and Meter Operators Code of Practice Agreement.
2.8	Promote Lowri Beck policies and procedures.
2.9	Any other ad hoc duties as requested by your manager and the Directors of the company.
2.10	You may be asked to assist in other departments based on the need of the contact centre.

### 3. Supervisory Responsibilities

3.1	None
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4. Main Contacts (External/Internal)	
Contacts	Frequency
Team Leader, Customer Service Advisors and Managers	Daily
Suppliers/Customers	Daily
Other LB departments	As required

5. Other responsibilities	
5.1	Follow all policies, processes and procedures which apply to your job role.
5.2	Take actions where appropriate to minimise the impact on the environment.
5.3	To take reasonable care for your health and safety, and health and safety of others who may be affected by your work.
5.4	Assist and co-operate with the company in achieving our SHE objectives by promoting SHE awareness and safe working practices.
5.5	Ensure that all information handled whilst working is treated as confidential (GDPR) unless you are explicitly told otherwise.
5.6	Where you identify an issue or risk which may potentially impact any area of the business, notify any manager of the risk.

*It is important to note that this job description is a guide to the work you will initially be required to undertake. It may change from time to time to meet changing circumstances or the needs of the business. It does not form part of your contract of employment.*

### Person Specification

	Essential (E) or Desirable (D)
<b>Qualifications</b>	
Good level of general education (GCSE level including English & Maths or equivalent).	E
Customer service-related qualification.	D
<b>Experience</b>	
Experience working within a customer service role either face to face or over the phone.	D
Experience of working within a contact/call centre environment within the utility industry making outbound calls to book customer appointments.	D

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Experience dealing with difficult members of the public.	D
<b>Knowledge</b>	
Lowri Beck internal systems e.g., Ring Central telephone system.	D
Utility metering industry.	D
<b>Skills/Abilities</b>	
Computer literate with ability to operate Microsoft Office and email.	E
Excellent communication and interpersonal skills.	E
Numerate.	E
Ab to work as part of a team and on own initiative.	E
Good organisational and administrative skills.	E
<b>Personal Qualities</b>	
Flexibility in order to adapt to the changing needs of the business.	E
Enthusiastic and self-motivated.	E
<b>Other/Pre employment checks</b>	
No unspent criminal convictions – must pass basic criminal record check.	E
Proven eligibility to work in the UK.	E
Able to provide suitable references covering previous 5 years.	E
Able to prove identity.	E
Willingness to travel and work in other business locations as required in support of the business objectives.	E

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