

CUSTOMER OPERATIONS SUPPORT

ROLE

Work with Customer Operations team

YOU...

The successful candidate should have experience in delivering customer service either by telephone or email. You will also be required to complete a variety of back office activities associated with the customer journey.

KEY RESPONSIBILITIES...

- **Customer service** – providing customers with high quality customer service by telephone or email through the management of a business customer service mailbox.
- **Back office activities** – a variety of activities across the business that support the customer journey, including credit assessments and customer registrations.

EXPERIENCE...

- Knowledge of providing customer service in an energy company, ideally for B2B customers.
- Experience of providing customer service by telephone in an effective, empathetic and knowledgeable manner.
- Experience of working customer service emails with a high level of accuracy and efficiency.
- Awareness of Ofgem complaints procedure.
- Competent working with spreadsheets in Microsoft Excel.
- Exceptional communicational skills and effective time management.

THINK YOU'VE GOT WHAT IT TAKES?



Contact us at careers@brytenergy.co.uk

