

Junior Customer Care Administrator

Manchester

Entrepreneurial zeal and a drive to do things differently have spurred Greenergy to grow from a bedroom start-up to become the UK's leading fuel supplier. Good customer service is central to our mission and we constantly strive to be a company that's easy to deal with by streamlining procedures and eliminating bureaucracy. Choose to work for Greenergy and you'll find that we are welcoming, logical and efficient. We endeavour to approach the status quo of an established industry with fresh eyes.

The Role:

We are looking for a Junior Administrator to join our team in Manchester. This is an exciting opportunity for someone looking to learn and develop within a busy and dynamic environment. The purpose of the role is to provide excellent customer service and to promote this throughout the business. The goal is to ensure day-to-day operations are managed in an efficient way and maintain a high standard of service to meet customer expectations.

Responsibilities:

- » Processing Customers fuel orders that are placed by either telephone or email; this would involve processing the orders into our in-house system and providing the customers with their confirmation details
- » Assisting with any Customer queries, questions or complaints received by either telephone or email and helping problem solve where required. This would involve interaction with various different teams within the company based throughout the UK.
- » Assisting the Logistics Team on a daily basis with any amendments to deliveries for the current or next day that maybe required due to service issues, this would involve liaising with customers on the telephone.
- » Providing Customers with ETA's or POD request, this would involve liaising with our Fuel Planning team based in Tamworth and our external third party hauliers.
- » Updating Customer account information in various in-house systems regularly to ensure information in correct and concise.
- » Compiling KPI data for internal and external reporting in an efficient and timely manner.

Ideal candidate will have:

- » Attention to detail is absolutely vital for this role
- » Excellent numeracy and literacy skills
- » Proactive and able to use initiative
- » Confident and experienced in dealing with customer facing activities
- » Intermediate knowledge of Excel and Word
- » Able to work well under pressure and in pressured environments.

Additional information:

The successful candidate will have the opportunity to work towards a Customer Service Practitioner qualification upon completion of the company probationary period.

People are key to our continuing success; we work hard to reward, develop and retain staff. We offer a competitive salary, career progression opportunities, along with a comprehensive benefits package which includes;

- » 25 days holiday per year, increasing by 1 day after 5 years' service for every full year up to a maximum of 30 days plus bank holidays
- » Private Medical Insurance
- » Worldwide Travel Insurance
- » Company Pension
- » Life Insurance cover of 4 times basic salary
- » Eye Care Vouchers, Flu Jabs
- » Ride to Work Scheme
- » Access to a discount site for things like eating out, health and leisure etc.
- » You will also have access to the 24/7 Employee Assistance Programme.
- » Excellent staff facilities.

If you are interested in joining the Greenergy team, please submit a current CV along with a cover letter in support of your application. Applications without a covering letter will not be considered.

Please note, due to the volume of applications we regret to advise you that we are unable to respond to Candidates who are not short listed for interview.

NO AGENCIES - Thank you.