



YORKSHIRE WATER «Customer Service Advisor»

Contact information

Contact name Yorkshire Water
Contact phone 01274 692653
Location England, North West, Manchester, Bradford

Job details

Salary from £16000 per Year
Job type Permanent
Benefits: Salary £16,234.05 with progression + pension + quarterly performance bonus + 25 days annual holiday

Requirements

The successful candidates will demonstrate excellent customer service skills and will have previous experience of working within a customer facing environment, be professional, have an excellent telephone manner along with strong communication and interpersonal skills, particularly around empathy and understanding of the customer's needs in order to ensure the customer is completely satisfied.

To deliver this excellent customer service you will be a self-motivated, enthusiastic, team player, able to work to strict deadlines and targets with good IT and organisational skills.

Job responsibilities

The service we deliver to the customer has a strong focus on providing a professional, high quality of service this is driven by targets with emphasis on dealing with customers enquiries quickly and accurately and ensuring we provide a service tailored to the customer. It's a fast moving and challenging environment and the level of service we provide is governed by our regulator OFWAT.

You are fully supported in the role with an excellent induction and training programme, regular performance reviews with your team manager and fantastic coaching and support from all your colleagues as you develop in the role and build on your expertise and abilities. In return, you'll benefit from a salary progression scheme that rewards your ability and supports your continual training.