

JOB DESCRIPTION



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| Job Title | Contact Centre – Customer Care & Inside Sales Agent |
| Job Location | Office based at Agility Eco Ltd, 2 nd Floor Walker House, Aylesbury, HP20 2HU |
| Role Level | STM |
| Remuneration | £21000 -£23000 subject to experience per annum salary and annual performance-related profit-sharing scheme and other benefits. |
| Hours | 38.75 hours per week - 23 days annual leave plus Bank Holidays |
| Purpose Statement | <p>AgilityEco is a fast-growing business that has established a leading position in the financing and delivery of energy efficiency programmes and energy sector consultancy services. Our clients include many of the major energy companies, network operators, local authorities, housing associations, and industry supply chain partners.</p> <p>Working as part of a small team to manage customer service delivery across a series of community programmes and initiatives to end fuel poverty. The Customer Care agent will manage queries to ensure a smooth customer journey across our organisation once eligibility has been completed, and applications have been forwarded for installation or delivery by our internal project teams. In addition, you will provide information on our range of programmes to assist members of the public, with a triage of calls resulting in signposting to relevant programmes and colleagues across the business. You will not be required to generate leads, but will manage enquiries from our referral organisations, and internal promotions, to optimise the services we are able to provide to residents to reduce fuel poverty and improve energy efficiency.</p> <p>This includes handling internal and external calls and completing administrative project tasks with a key focus on successfully delivering a high level of service to both members of the public and our industry clients.</p> <p>The nature of our programmes means that we are regularly dealing with vulnerable members of society, and our team need to have the confidence, empathy, and patience to talk effectively to vulnerable residents.</p> <p>Successful inter-department communication will be essential as well as being able to communicate effectively with our technical suppliers, and partners including councils and housing associations. Account management experience would be useful for this role, and experience in customer complaint resolution is essential.</p> <p>The successful applicant will have responsibility for a wide range of administration and project support tasks to ensure on-going customer service delivery of the company. It is therefore essential you are impeccably organised, possess excellent communication skills, have a keen eye for detail and the ability to work to tight deadlines under pressure. In return you will be part of a successful team where you will have the opportunity to evolve in the role.</p> |

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| Accountabilities | <p>The successful applicant will work alongside the Customer Service Contact Centre and Agility Eco Project and Retrofit Teams.</p> <ul style="list-style-type: none"> • Confidently handle a wide variety of inbound and outbound calls across all projects. • Confidently manage customer service issues and demonstrate ownership of file until resolution • Maintain and update internal systems across all projects in a timely and accurate fashion. • Manage email traffic to all group support inboxes. • Optimise all opportunities for the business by engaging applicants across our range of programmes. • Keep up to date with any business development and new product lines/schemes and any industry changes affecting the business and relaying this knowledge back to the team where required. • Support the Contact Centre Manager to highlight operational risks and areas for improvement and recognise when to escalate queries to senior management. • Seek to progress professional development both independently and through compulsory training. |
| Dimensions of Role | <p>The job holder will report directly to the Customer Services/Contact Centre Manager, and Customer Service Director.</p> |
| Working Relationships | <p>The role will involve a close working relationship with the Programmes Teams at Agility Eco as well as external project partners.</p> |
| Essential Skills, Knowledge and Qualifications | <ul style="list-style-type: none"> • Demonstratable experience of customer service at a senior team member level • Customer focused • Excellent communication skills – oral and written • Accuracy and attention to detail • Experience within customer services and objection handling • Ability to deal with demanding customers and escalated calls • Delivering to targets • Microsoft suite knowledge • Energetic and motivated • Creative thinking • Basic skills in data collection and analysis • Ability to work well within a team as well as independently • Experience of working to deadlines and meeting service level agreements • Strong interpersonal skills to liaise with and support all members of across the Programmes Team • Strong organisational skills to manage multiple tasks and report to the customer service and project team managers |

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| Desirable Skills, Knowledge and Qualifications | <ul style="list-style-type: none">• Qualification in Energy Awareness• Clear DBS Check less than 3 years old from the issue date• MS Office and database system skills |
| Person Specification | <ul style="list-style-type: none">• Flexible, reliable, and hardworking - not a clock-watcher• Team player, keen to support all elements of the process.• Driven and self- motivated• Willingness to follow process, but an ability to work without direct supervision• Willingness to learn• Interactive and approachable• Committed to equality and fairness when supporting others |