

## Customer Service Advisor / Sales Advisor

Utilita is a newly launched, young and dynamic multi-utility company with offices in the Winchester area. We are licensed to supply Gas, Electricity and Telecom services to any premises in the UK and offer better customer service and energy saving equipment to customers encouraging them to use less energy and save money.

To support our growing Customer Service operation, challenging new roles have been created for motivated individuals to manage inbound customer interest and follow up sales leads.

Based in a busy customer contact centre environment; the Customer Service Advisor will take care of all aspects of the customer experience, from securing the sale of a contract, through to assisting with general customer enquiries.

Answering day to day customer enquiries by telephone, resolving issues in a professional manner. The advisor must have an excellent telephone manner and excellent organisational skills. Advisors will also be responsible for answering letters / emails, so must be confident in writing responses to both queries and complaints.

### Main Duties Include:

- Customer service / support
- Completing warm sales by telephone
- General administration
- Data entry
- Liaising with other market participants

### Personal Qualities

- Highly Flexible
- Strong Team Player
- Excellent Telephone Manner
- Self Motivated
- Excellent Organisation Skills
- Innovative
- Good Attention to Detail

### Skills & Experience

- Good understanding of Microsoft Office
- Basic IT skills
- Experience of a customer service environment would be preferable

Excellent questioning, listening and keyboard skills are essential. Although training will be given, candidates that have gained experience of problem solving and complaint handling in the past may have an advantage.

### Remuneration

Candidates should expect a salary ranging between £15,500 & £18,000 pa, depending on your skills and experience.

### Development Opportunities

In our small, friendly environment opportunities will arise from time to time for advisors showing exceptional performance, to assist in other areas of the business on an adhoc basis; this may lead to permanent placement in other business areas.

### Applications

Please apply in writing with a CV to HR, Utilita Services Limited, PRI House, Moorside Road, Winchester, Hampshire SO23 7RX