



Job Description

Customer Service Advisor (Complex Queries)

Reporting to: Complex Queries Team Leader

People Management: No

Department: SME Customers

Location: Hybrid working with Durham or Peterborough as base

Key purpose of job

The Complex Queries team are responsible for handling of contact through Billing Queries, Complex Queries and Complaints. The team is made up of twelve SME Complex Queries Advisors supported by two Senior Advisors. The role prides itself on phone first contact to ensure that customers' requirements are captured as accurately as possible. This role works collaboratively with all of the SME Customer team and the wider business to deliver a consistent high quality and efficient level of support for SME Customers. They will work towards and strive to exceed internal and external targets and support the wider teams with knowledge and experience of internal and external processes in line with market and operational codes.

The focus of the SME Directorate is to ensure that the customer gets the best experience possible, even when it is a complaint. Complaint numbers are a key metric in the business, and the team works together to get the best outcome for the customer and business.

Key responsibilities

- Deal with complex queries received by the SME team
- Seek proactive solutions for customers and communicate effectively with internal and external customers.
- Ensure a satisfactory outcome is reached when dealing with customers' complaints and ensure these are dealt with within required timescales.
- Ensure all customer contact queries are logged and completed within the required timescales.
- Supporting the credit control team with appropriate information regarding customers
- Maintaining customer records on appropriate internal and external systems and websites.
- Handling sensitive data relating to customer accounts ensuring all data is entered in a compliant manner and with regulatory code in mind
- Liaising with internal and external stakeholders as required.
- Other reasonable administrative tasks in line with business needs



Key relationships

Internal

SME Customer Team
Team Leaders
Wider Wave Teams

External

Customers
CCW
ADR Group



Budget responsibility

No

Person specification

Job specific/technical

Essential

- Experience of working in a Customer Service environment
- Effective listening and questioning skills
- Strong written and verbal communications skills; must be able to convey complex messages
- Ability to remain professional and calm under pressure

Desirable

- Able to work under pressure whilst achieving business targets.
- Able to manage multiple workstreams and a mixed workload

Computer skills

Essential

- Fully computer literate and able to learn new systems

Desirable

- Billing system experience, CRM, Office Suite experience

Personal attributes

Essential

- Professional with a flexible approach to work.
- Ability to resolve problems.
- Good time management
- Great communicator with all customer types
- Positive & results driven
- Team Player with a can-do attitude
- Able to demonstrate initiative and innovation

Education/qualifications

Essential

- Minimum 5 GCSEs or equivalent and/or high level of appropriate relevant experience.

Experience

Essential

- Experienced working with SLA's & KPI delivery
- Working in a fast-paced environment / department

Desirable

- Experience dealing with complex queries / complaints
- Contact Centre experience
- Utilities industry background



Our values

Put the customer first

We put our customer first; they're at the heart of what we do and the reason we do it. Remember your colleagues are your customers too.



Our values

Succeed together

Wave is built on its people. Teamwork achieves more and makes life better. Celebrate success and know you'll be supported.



Our values

Be accountable

Take responsibility and deliver your promises. Being accountable for your work shows maturity and builds trust and reputation.



Our values

Embrace learning

Wave is always improving, so ask questions and be curious. Learning helps you and the business grow.