

Job Title	Customer Care Executive
Reporting to	Customer Service GLP
Department	Customer Service

About Us

Corona Energy is a leading independent energy supplier with over 20 years' experience servicing UK businesses. We currently supply 14% of the industrial and commercial gas market with around 13,000 gas and electricity customers. At Corona Energy our culture is defined by our people. We are passionate about our employees and recognise that they should be in the centre of everything we do. Our awards reflect the great work we do in developing our teams and providing first class customer service and we are very proud to have held the Investors in People Gold award for the last 4 years. What are you waiting for? Join our team today!

What does the job entail?

As a Customer Care Executive you will be the first point of contact for Corona Energy's customers and brokers. You will provide a professional and first class service at all times by answering in-bound calls, live-chats and emails and manage customer and broker complaints and queries.

Duties & Responsibilities:

- Resolve customer and broker queries with the aim of a first contact resolution
- You will deliver first contact resolution on the followings calls:
 - Applying Letters of Authority to customers' accounts
 - Supplying Contract End Dates, Annual Consumption Rates and Unit Rates Supplying Account Live information
 - Registering/adding customers to the self-service portal (myCorona)
 - Supplying copies of invoices
 - Providing Half Hour Consumption reports
 - Entering customer readings
 - Provide relevant forms such as change of ownership, VAT and Direct Debit Mandates
- Capture all customer data during customer contacts and update data and systems accordingly
- Ensure that queries/calls/complaints are responded to within our agreed response time
- Manage the customer services mailbox
- Maintain up to date query logs with agreed SLAs
- To handle customers across different platforms, Email, Live Chat and Telephony
- Check new customer setup to validate accurate details are received
- Resolve complex customer queries and complaints in a timely manner
- Liaise with third parties in the resolution of queries
- Assist in training of new starters and/or new procedures
- Maintain up to date training documents and work with L&D to develop eLearning material
- You will work with your colleagues across Customer Service to identify and highlight trends in any customer queries
- Any other reasonable duties as defined by management

Skills & Experience:

- Proven experience in contact center environment
- Genuine passion for speaking to customers and an excellent communicator
- Excellent customer service skills (including questioning, probing, listening, establishing rapport, matching and closing)
- Background within the Utility or Finance industry would be desirable
- Excellent problem solving skills
- Educated at GCSE level or above
- Good IT literacy - Microsoft packages
- Strong team working ability
- Flexibility and able to adapt quickly to changing priorities
- Ambitious and willing to accept new challenges
- Flexibility on working hours depending on business needs

Equal Opportunities:

- Able to demonstrate commitment to equal opportunities through their previous work experiences

What do you get in return?

- Competitive salary and benefits package
- Career progression opportunities
- Profit share
- Enhanced Pension Scheme
- Enhanced annual leave options
- Private Medical Insurance
- Life insurance and Income protection
- Day off on your birthday
- Fresh fruit, snacks and breakfast every day
- Amazing company parties
- Stunning new office with true community feel
- Online learning account

Applicants Privacy:

- Please read our Recruitment Privacy Policy on our careers page to find out more:
<https://www.coronaenergy.co.uk/policies/recruitment-privacy/>

Employee Name:

Date:

Employee Signature: