

Job Description

Job title:	Customer Service Administrator
Location:	Alnwick, Northumberland
Reporting to:	Operations Manager
Reportees:	n/a
Salary:	£27-30k p/a depending on experience
Hours:	40 hours per week, 9am-5pm (some flexibility by negotiation), with an occasional requirement to work weekends
Travel	Site visits and client meetings will be required along with other occasional meetings, training and event attendance.

Role Purpose:

To work with our field Operations team to provide an efficient and effective service to our customers which contributes to the UK's low carbon ambitions.

Key Accountabilities:

1. First point of contact for any internal or external incoming telephone calls and email queries
2. Receiving and monitoring company deliveries and updating our services and information
3. Reviewing engineer call out & service reports and actioning any recommended works
4. Monitoring and recording upcoming service requests and enquiries
5. Maintaining and updating CRM systems with customer interactions, service history and project notes.
6. Ordering parts and making recommendations for formalising and streamlining the process for the Operations team
7. Researching and booking Operational travel and accommodation for cost and logistical efficiencies
8. Arranging repairs between customers and the Engineering team
9. Managing and leading the Engineers diary – ensuring work is communicated and completed
10. Subcontractor onboarding and paperwork for the O&M department
11. Financial administration – Invoicing, quoting & raising purchase orders & chasing outstanding invoices
12. Managing the fleet of vehicles on behalf of Reheat including services & repairs
13. Supporting compliance activities, including maintaining accurate records for audits and certification (e.g HETAS, RHI...)
14. Updating, coordinating and logging project progress and costings per customer
15. Liaising with the wider Reheat team in reference to works and installations
16. Working closely with the Operations Manager on procedures and initiatives to engage and support the wider Engineering team

17. Identifying, researching and distributing external marketing to potential customers
18. Designing, distributing and evaluation Customer Satisfaction Surveys – reporting the findings to the Senior Management team
19. Updating tool availability and communicating with suppliers and the Engineering team
20. Such other or alternative duties as may be allocated from time to time in the light of the experience, training and knowledge of the post holder and the level of the grading and salary of the post holder

Person Specification:		
FACTORS	ESSENTIAL	DESIRABLE
QUALIFICATIONS AND SKILLS • A customer service qualification • Experience using a CRM or service management software (e.g Commusoft or similar)		✓ ✓
SPECIAL KNOWLEDGE, ABILITIES AND/OR EXPERIENCE • Experience in customer service • A technical mindset so is able to research, and match required equipment and services • A knowledge of renewable energy and its application, and an obvious passion for addressing the low carbon challenges facing society • Experience working in a technical or engineering environment, ideally within renewable energy or utilities • The ability to initiate, establish, navigate, and nurture relationships with a wide variety of clients and stakeholders • Strong communication skills, both written and verbally, with the ability to present analyses and ideas in a concise, effective manner to the intended audience • Ability to manage competing priorities and remain calm under pressure. • Understanding of GDPR and data protection principles in customer service settings. • A self-starter, organiser and facilitator with the confidence to be the first point of call for Reheat • Be proficient in Microsoft Office products, particularly Excel, Word, and PowerPoint.	✓ ✓ ✓ ✓ ✓ ✓ ✓	✓ ✓ ✓ ✓ ✓
BEHAVIOURS	✓	

• Professionalism • Commitment and dedication to excellence • Consistently go over and above • Accountability • Flexibility • Adaptability • Influencing • Energetic • Development focused • Sensitivity and empathy • Collaboration • Results focused	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	
INTEREST AND MOTIVATION IN THE JOB • Ability to push forward new ideas and methods of working • Commitment to delivery to meet the needs of the business • The job holder must have a full current driving licence and demonstrate willingness to travel as and when required	✓ ✓ ✓	