

Job Description

Role Title	Telephone Advisor		
Directorate	Consumer Advice		
Team	Wales/UK wide		
Line Manager	Advice Centre Team Leader		
Perm/ Fixed Term	Fixed Term	Grade 5	
Job Purpose	<p>The Telephone Advisor role forms part of a team delivering effective and informative advice to householders on energy efficiency.</p> <p>Telephone Advisors take inbound calls and make pro-active outbound calls to encourage and record actions taken by households towards achieving a low carbon lifestyle.</p> <p>The Telephone Advisor will be key in delivering excellent customer service and driving call standards to increase engagement with consumers in Wales.</p>		
Resource Management Responsibilities	Budget/ Equipment Accountabilities None	People (EST) Accountability None	Contractor Accountability None
Critical Accountabilities (between 4-8)	<p>You will be responsible for ensuring performance levels are met in terms of:</p> <ul style="list-style-type: none"> ▪ Actively encourage a number of households to uptake energy saving measures in their home ▪ Providing excellent customer service, exceeding the minimum standard of call quality required ▪ Ensuring all enquiries are answered within specified service levels ▪ Ensuring all enquiries are accurately recorded within specified timescales ▪ Ensuring individual and team targets are achieved within specified timescales ▪ Providing timely and proactive follow-up advice via telephone 		

Knowledge, skills and qualifications required	Must have: <ul style="list-style-type: none">▪ Proven experience of delivering high standard of customer service▪ Experience of working within a target focussed environment▪ Excellent telephone and customer care skills▪ Good IT skills (Microsoft Office suite, internet, use of databases)
	Desirable: <ul style="list-style-type: none">▪ Knowledge and understanding of energy efficiency▪ The ability to communicate difficult subject matters easily