

Job Description

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| Role Title | Consumer Advice | | |
| Directorate | Wales | | |
| Team | Advice Centre Team Leader | | |
| Line Manager | Existing | | |
| 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 | | |

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| 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▪ Welsh Speaker |