

## Job Description

<b>Role Title</b>	<b>Bilingual Telephone Advisor</b>
<b>Job Family &amp; Category</b>	<b>Customer Excellence; Assistant</b>
<b>Team</b>	Advice Delivery
<b>Line Manager</b>	Team Leader
<b>New/ Existing Role</b>	Existing role
<b>Perm/ Fixed Term</b>	Permanent
<b>Resource and Management Responsibilities</b>	None
<b>Job purpose</b>	<p>The bilingual telephone advisor role forms part of a team delivering effective and informative advice to householders on energy efficiency.</p> <p>Bilingual 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 role will be key in delivering excellent customer service and driving call standards to increase engagement with consumers in Wales.</p>
<b>Key responsibilities</b>	<ul style="list-style-type: none"> <li>▪ Engaging with customers in both Welsh and English.</li> <li>▪ Providing excellent customer service, exceeding the minimum standard of call quality required.</li> <li>▪ Ensuring all enquiries are answered within specified service levels.</li> <li>▪ Ensuring all enquiries are accurately recorded within specified timescales.</li> <li>▪ Ensuring individual and team targets are achieved within specified timescales.</li> <li>▪ Providing timely and proactive follow-up information via telephone and via email.</li> <li>▪ A willingness to learn about and support our efforts to become a more diverse, inclusive, equitable and sustainable organisation.</li> </ul>

	<p><b>Within one month, you will:</b></p> <ul style="list-style-type: none"> <li>• Learn about the loan and grant funds we administer.</li> <li>• Learn about the administration systems we use.</li> <li>• Learn about the telephone management system we use.</li> <li>• Learn about our customer service standards.</li> </ul> <p><b>Within three months, you will:</b></p> <ul style="list-style-type: none"> <li>• Become confident with our processes and systems.</li> <li>• Be actively taking live calls, supporting our customers.</li> <li>• Confident in the customer service standards those in the team on the phone are held to.</li> </ul> <p><b>Within six months, you will:</b></p> <ul style="list-style-type: none"> <li>• Meeting our customer service standards consistently by being a customer facing role model, and applying Energy Saving Trust values and behaviours to everything you do.</li> <li>• Maintaining good administrative system standards.</li> </ul>
<p><b>Knowledge, skills and qualifications required</b></p>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>▪ Fluent Welsh speaker.</li> <li>▪ Based in Wales.</li> <li>▪ City and Guilds Level 3 Award in Energy Efficiency awareness or be ready to undertake the training for this award upon commencing in the role.</li> <li>▪ Proven experience of delivering a high standard of customer service.</li> <li>▪ Experience of working within a target-focused environment.</li> <li>▪ Excellent telephone and written skills.</li> <li>▪ Good IT skills (Microsoft Office suite, internet, use of CRM databases).</li> </ul>
	<p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>▪ Knowledge and understanding of energy efficiency and renewable energy systems.</li> <li>▪ The ability to communicate difficult subject matters easily.</li> <li>▪ City and Guilds energy efficiency awareness level 3.</li> </ul>