



JOB PROFILE

Name:

Job Title: Temporary Customer Services Advisor

Grade: Grading scheme Starting Point - Grade 1 Level 1

Reporting to: Customer Services Team Leader

Direct Reports: None

Job Purpose: **Responsible for effectively handling Shipper/Supplier/End User queries and all complaints raised by various parties in relation to the activities of both GTC and ENC.**

Responsibilities:

- Process all Shipper/Supplier Queries in accordance with regulatory obligations for both GTC and ENC
- Handle both regulated and non-regulated complaints made in relation to any of the services provided by GTC and ENC
- Liaise with Customers, Developers, Contractors, Shippers, Suppliers, Ofgem and the Energy Ombudsman with regard to complaint resolution.
- Work with all internal/external stakeholders to ensure regulatory obligations and customer expectation levels are met in respect of resolution timescales
- Handle all contacts in accordance with the GTC/ENC Complaint Handling Procedures
- Work with Customer Services Team Leader to develop detailed reports and implement a continuous improvement regime with regard to Complaint Handling

General

- Provide accurate quality work within the Department and Company
- Maintain a helpful and informative work environment
- Assist the Shipper Services Manager in the development of greater efficiency within the company
- Operate the company Development & Performance scheme
- Ensure all work processes are documented using Q,P,A standards
- Any other duties as deemed appropriate by the Shipper Services Manager
- Help to maintain a Safe and Healthy working environment

Skills Required

Ability to perform under pressure. Effective communication skills at all levels. Sound decision making ability. Good organisational skills. Ability to prioritise own work effectively.