**JOB PROFILE**

**DEPT: CUSTOMER SERVICE DEPARTMENT**

**TITLE:** CUSTOMER SERVICE REPRESENTATIVE/AGENT

**RESPONSIBLE TO:** SUPERINTENDENT

**FUNCTIONS:** 1)Staffing of public counters, assisting customers with any customer service billing enquires. Processing of application and disconnection forms. Accepting payments for utility invoices. Including the creation of the deposits and administration fees required and the processing of the relevant refunds. Any other related issue a customer might present from time to time.

2) Staffing of cashier office, accepting face to face payments of utility invoices.

3) Aiding customers in the operation of the self-service payment kiosk.

4) Triage Customer Service contacts received, corresponding to customer queries relating to billing invoices, application, disconnections, payments, and any other related issue a customer might present from time to time.

5) Back-office processing of applications, disconnections, leave – on’s and reconnections as are required. Including the creation of the deposits and administration fees and the processing of the relevant refunds.

6) Back-office processing of payments received via Telephone, Online, Bank Transfer and/or any other future payment method the company might introduce.

7) Allocating of on accounts, refunds, oap’s and any other credit invoices.

8) Preparation of cash and cheque banking slips that will be sent to the bank via secure providers. Daily reconciliation of all different payment methods offered by the company.

9) Liaising with the GEA and/or HMGOG treasury department in the processing of the GEA deposits.

10) Administration of the company’s Direct Debit scheme’ Which includes the setting-up Of DD’s in the customers’ accounts and liaising with the corresponding banking institutions. Processing DD’s which have been returned and actioning these against the corresponding customer accounts.

11) Processing of applications and answering any enquires received from customers in relations for HMGOG Over 60 Utility Grant.

12) Executing the company’s arrears management procedure which includes preparation of reminders, agreements, and disconnections of customers for non-payment. Including the follow-up of mail returned.

13) Undertaking of the invoicing customers and the checking of the relevant high consumption reports. Including the processing of shipping vouchers, preparation of shipping invoices and liaising with shipping agents.

14) Collaborating with the metering section daily for the aiding of billing process and/or any corresponding adjustments to be done.

15) Assisting the metering section with certain clerical duties that are required as requested from the Metering Superintendent. Including the processing an issuing of corresponding ‘minutes’. Including but not limited to consumption on inactive and entering of meter readings.

16) Undertaking the instructions provided by the metering section and/or the GEA for the processing of any meter that has been replace on the field.

17) Operating the company’s mailing equipment for the sending of utility invoices and OAP forms via post.

18) The scanning and attachment of any documentation, which can be received via different methods that the company considers suitable, which are required by the company for its customer service operation to conform with its illegal and data protection requirements.

19) Undertake photocopies, filing, shredding, and related duties as required by the department.

20) Assisting with GDPR related responsibilities in line with AquaGib’s GDPR policies.

21) Provide support in preparation of the end of month reports for MD/SMT

22) Assist in the manning of the fault reporting line, when CSTM’s are off duty, by providing information to the general public on ongoing company operations including but not limited to interruption of supplies. Recording these contacts in whichever system is available at the time.

23) To monitor telemetry equipment and relay any fault reports received to the pertinent person for action. Recording these in whichever system is available at the time.

24) To remotely via the telemetry system start/stop plant and equipment based on detailed instructions.

25) To assist in the relevant scope of abilities within the company as necessary.

**REQUIREMENTS:** 1) The minimum academic qualifications required are five GCSEs grades 4-9 or equivalent. Passes must include English Language and Mathematics. Computer skills are an advantage. Alternatively, five years relevant experience in a Customer Service role shall be considered as suitable.

2) Act/cover essential duties within the department as directed by Management and for the Customer Service Superintendent as and when required.

3) May be required to attend courses locally and/or abroad.

4) May be required to wear a company provided uniform and any required PPE as recommend by the HSEQ Senior Manager Business Support.

5) To familiarise oneself with the company’s different policy documents that may be updated and/or amended from time to time.