

CUSTOMER SERVICE ADVISORS – Ref: SWCSA2008 Exeter, Devon

Salary £14,292 - £18,912 (Depending on skills and experience) + Bonus + Benefits



At EDF Energy, we pride ourselves in offering an unrivalled level of customer care that puts us ahead of our competitors. Each customer contact needs to be undertaken with an enthusiasm and determination to provide the highest possible standard of customer service. We understand that our success is dependant on our people and work hard to provide the environment and support to help them achieve their very best.

To ensure we meet the needs of our rapidly growing business we currently have full time and part time positions available in our Customer Service teams for dedicated people with passion and energy.

With debt recovery as your main focus, you will have the opportunity to use your negotiation skills along with your professional telephone manner to ensure our customer accounts are paid on time.

We have exciting opportunities to join our Customer Services team at our site in Exeter on a full time or part time basis. To be successful in the role you will have to demonstrate:

- a good level of education (English and Maths at GCSE or equivalent level)
- computer literacy (including MS Office)
- good telephone manner
- excellent communication skills
- a passion for people and a positive attitude
- customer service experience (desirable)
- energy, resilience and the desire to succeed
- strong customer focus.

In return you will get the opportunity to work within one of Europe's biggest energy companies and enjoy benefits such as:

- excellent basic salary and bonus scheme
- 23 days paid holiday
- flexible health care options
- final salary pension scheme
- personal development programmes
- opportunities for career progression.

If you are interested in the above position, please send your CV together with a covering letter supporting your application to: myfuture@edfenergy.com or HR Shared Services, Customers Recruitment, EDF Energy, Energy House, Hazelwick Avenue, Crawley, RH10 1EX.

Please ensure you quote Ref: SWCSA2008 in the subject line of your email or covering letter.

We value diversity and welcome applications from all sections of the community.