

Job Description

Role Title	Bilingual Telephone Advisor
Job Family & Category	Customer Excellence; Assistant
Team	Advice Delivery
Line Manager	Team Leader
New/ Existing Role	Existing role
Perm/ Fixed Term	Permanent
Resource and Management Responsibilities	None
Job purpose	<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>
Key responsibilities	<ul style="list-style-type: none"> ▪ Engaging with customers in both Welsh and English. ▪ 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 information via telephone and via email. ▪ A willingness to learn about and support our efforts to become a more diverse, inclusive, equitable and sustainable organisation.

	<p>Within one month, you will:</p> <ul style="list-style-type: none"> • Learn about the loan and grant funds we administer. • Learn about the administration systems we use. • Learn about the telephone management system we use. • Learn about our customer service standards. <p>Within three months, you will:</p> <ul style="list-style-type: none"> • Become confident with our processes and systems. • Be actively taking live calls, supporting our customers. • Confident in the customer service standards those in the team on the phone are held to. <p>Within six months, you will:</p> <ul style="list-style-type: none"> • 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. • Maintaining good administrative system standards.
Knowledge, skills and qualifications required	<p>Essential:</p> <ul style="list-style-type: none"> ▪ Fluent Welsh speaker. ▪ Based in Wales. ▪ 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. ▪ Proven experience of delivering a high standard of customer service. ▪ Experience of working within a target-focused environment. ▪ Excellent telephone and written skills. ▪ Good IT skills (Microsoft Office suite, internet, use of CRM databases).
	<p>Desirable:</p> <ul style="list-style-type: none"> ▪ Knowledge and understanding of energy efficiency and renewable energy systems. ▪ The ability to communicate difficult subject matters easily. ▪ City and Guilds energy efficiency awareness level 3.