

Job Title	Customer Care Executive
Reporting to	SME Customer Service Team Leader
Department	Customer Service

### About Us

Corona Energy is a leading independent energy supplier with over 20 years' experience servicing UK businesses. We currently supply 14% of the industrial and commercial gas market with around 13,000 gas and electricity customers. At Corona Energy our culture is defined by our people. We are passionate about our employees and recognise that they should be in the centre of everything we do. Our awards reflect the great work we do in developing our teams and providing first class customer service. What are you waiting for? Join our team today!

### What does the job entail?

As a Customer Care Executive you will be the first point of contact for Corona Energy's customers and brokers. You will provide a professional and first class service at all times by answering in & outbound calls, live-chats and emails and manage customer and broker complaints and queries.

### Duties & Responsibilities:

- To handle customers across different platforms, Email, Live Chat and Telephony, both inbound and outbound.
- Resolve customer and broker queries with the aim of right first time
- Record all customer contacts across all platforms updating systems accordingly
- Contribute to meeting team SLA's over all communication platforms (Calls, Live chat, emails and queries)
- Maintain up to date query logs with agreed SLAs
- Onboard new customers ensuring to validate and update details we hold
- Liaise with third parties in the resolution of queries
- identify and highlight trends in customer contacts to aid in root cause analysis.
- Logging and working returned post
- Any other reasonable duties as defined by management

### Skills & Experience:

- Proven experience in contact center environment
- Genuine passion for speaking to customers and an excellent communicator
- Excellent customer service skills (including questioning, probing, listening, establishing rapport, matching and closing)
- Background within the Utility or Finance industry would be desirable
- Excellent problem solving skills
- Educated at GCSE level or above
- Good IT literacy - Microsoft packages
- Strong team working ability



- Flexibility and able to adapt quickly to changing priorities
- Ambitious and willing to accept new challenges
- Flexibility on working hours depending on business needs

#### Equal Opportunities:

- Able to demonstrate commitment to equal opportunities through their previous work experiences

#### What do you get in return?

- Competitive salary and benefits package
- Career progression opportunities
- Profit share
- Enhanced Pension Scheme
- Enhanced annual leave options
- Private Medical Insurance
- Life insurance and Income protection
- Day off on your birthday
- Stunning new office with true community feel
- Online learning account

#### Applicants Privacy:

- Please read our Recruitment Privacy Policy on our careers page to find out more:  
<https://www.coronaenergy.co.uk/policies/recruitment-privacy/>

Employee Name:

Date:

Employee Signature: