Job Title	**Customer Service Account Executive**
Reporting to	**Key Account Customer Service Manager**
Department	**KAM CS**

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. What are you waiting for? Join our team today!

What does the job entail?

As a Senior Account Executive, you will manage a portfolio of multisite and high-volume Corona Energy customers. You will be the first point of contact in both our Gas and Power sectors via telephone and email, always providing a professional level of service by managing customers' accounts, queries and expectations in line with Corona's and the customers SLAs. You will resolve all billing issues to ensure payments are forthcoming and produce and post invoices in accordance with strict deadlines and customer requirements. You will also promote additional products and services provided by Corona Energy to existing customers

Duties & Responsibilities:

- Validate first invoice produced against newly assigned customers.
- Onboarding/Additional site setup.
- Produce billing output files for customers in accordance with the billing runs.
- Check billing outputs and send them within the time frame.
- Carry out invoice amendments as required.
- Resolve unbilled issues as they arise.
- Ensure all systems are updated appropriately.
- Resolve customer queries and complaints in a timely manner.
- Communicate effectively with both customers and colleagues.
- Liaise with third parties in the resolution of queries.
- Assist in training new starters and, or procedures.
- Answering all incoming calls to Customer Service team providing customers with specific information within agreed timescales
- Make outbound calls to your customers to resolve queries and build relationships.
- Arrange and manage customer meetings as needed.
- Providing an efficient service to Corona Energy Customers
- Manage and maintain Customer accounts.
- Own and manage your own workload
- Ensure the appropriate systems and procedures are in place, recommending change as appropriate.
- Any other reasonable duties as defined by management.

Skills & Experience:

- Proven experience in a customer facing role.
- Knowledge of billing processes and account management
- Background within the Utility industry would be desirable.
- Excellent communication, analytical and problem solving skills.
- Excellent organisation and prioritisation skills
- Excellent written and verbal communications skills via telephone, email and web chat
- Excellent telephone manner
- Educated at GCSE level or above.
- Good IT literacy - Microsoft packages including intermediate Word and Excel
- Able to communicate effectively.
- Flexibility on working hours depending on business needs.

Diversity, Equity and Inclusion

We celebrate every CE employee, exactly as they are. The same goes for our recruitment. We welcome every application, regardless of race, religion or belief, ethnic origin, ability, family structure, socioeconomic status, age, nationality or citizenship, marital, domestic or civil partnership status, sexual orientation or gender identity.

What do you get in return?

- Competitive salary and benefits package
- Career progression opportunities
- Annual profit share
- Enhanced pension scheme
- Enhanced annual leave options
- Private Medical Insurance
- Employee Assistance Programme
- Life insurance and Income protection
- Day off on your birthday
- Cycle to Work scheme
- Season Ticket loans
- Amazing company parties & events

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:	