



Energy Operations Administrator

Hours: 37.5 hours, Monday to Friday

Salary: TBC

Purpose of The Role

An exciting opportunity has arisen to become part of the Reads & Exceptions team at Solarplicity Energy Ltd.

This is a specialist team; its main functions are raising and resolving customer dispute processes; updating records and resolving daily exceptions requests through to industry agreed processes. Deal with enquiries from both internal and external sources.

We are looking for people who are adaptable, reliable and a role model to the team with the ability to learn technical processes and overcome challenges to continue to improve the teams.

Key Responsibilities

- End to end processing of data within reads & exceptions
- Delivery of personal performance targets by planning time on assigned work streams.
- Ongoing communication with others in the team as well as other teams throughout the company and external parties.
- Working with suppliers and 3rd parties to resolve disputed reads and erroneous transfers
- Supporting settlement team in resolving exceptions
- Understand and resolve more complex issues within customer service and provide updates to other areas when required.
- Making recommendations for change and when required assisting in the implementation of new processes and documentation.
- This position involves a high degree of responsibility and requires excellent attention to detail.

Unit 8 Peerglow Centre
Marsh Lane, Ware
Hertfordshire
SG12 9QL

+44(0)1992 800666

info@solarplicity.com

www.solarplicity.com

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Knowledge & Experience

- Previous experience of working within a busy, high-pressured office environment
- Excellent communication skills, both verbal and written
- Capable of working independently and to agreed targets
- Strong time management and organisational skills
- Enjoys a challenge and able to adapt and change to meet current business requirements
- Fast learner able to pick up new processes and jump between processes with ease

If you are interested in the role please send your CV to helen.remlence@solarplicity.com