



# Customer Relations Team Member

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**Location:** Solarplicity Energy Ltd., Rickmansworth, WD3 1JE

## Company Background:

Solarplicity is one of the UK's leading renewable energy providers. We are a young and ambitious company and we are growing rapidly. Our customer base has doubled in the last 10 months. We strive for low energy bills and keeping it simple for our customers. We have serious growth ambitions set for the coming years. In 2019, we aim for a domestic customer base of 200,000 households.

A fantastic opportunity has arisen for an individual to join the Customer Relations department. The successful candidate will have the opportunity to play a key role in the development of the department and will be instrumental in liaising with other operational departments across the business. They will be able to learn about the wider business and will be required to take ownership of core processes across the department.

## Core Role:

- RAC Meter administration and SharePoint updating.
- Invoicing background data management.
- Ensuring our compliance with industry reporting, E88, MET, PALMS.
- Producing internal management reports required.
- Hotel Bookings for up to 75 staff.
- Ad Hoc Reporting.
- MOP Complaints Inbox – Monitoring and responding to Customer Services to meet 5-day SLA.
- Operational Administration.
- On top of this they will aid the MOP team in any other reasonable duties requested of them.
- To provide a high level of customer service.
- To handle complaints and problem solve.
- To escalate complaints based on internal criteria.
- To maintain a Service level on complaint, reply and resolution times.
- To liaise with 3<sup>rd</sup> parties (Meter Operator, Council, Ombudsman, CAB etc.)
- To liaise with internal teams to get issues resolved for the customer (Billing, DMT, Projects Etc.)
- To deal with customer general queries.
- To run and maintain reports on current complaint workload.
- To run and maintain reports on current customer acquisitions.
- To track customer acquisitions and report back to business on failures.

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- To problem solve individual failed acquisitions and update customers on progress.
- To provide daily/weekly/monthly close of play reports to management on progress.
- General Administration.

### Essential skills:

- Experience of working within a Customer Relations environment.
- Have excellent communication skills and telephone manner.
- Be self-confident, highly adaptable, self-motivated and capable of using own initiative.
- Have a good standard of education where a high level of literacy and numeracy is essential.
- Have the ability to cope with a significant amount of data entry and a willingness to deal with customers on the telephone.
- Be comfortable working quite a high proportion of the working day on their own and as part of a small team.
- Ability to draft correspondence is vital.
- Thorough working knowledge of Microsoft Office, including Word, Excel, PowerPoint, Access and Outlook.
- Willingness to get involved in the work of the company; to take an interest in the company's objectives and to offer assistance where appropriate.

### Desirable Skills:

- Excel proficiency.
- SQL proficiency.

### We offer the opportunity to:

- Play a key role in the development of the business.
- Streamline processes and workload.
- Contribute to the development of the wider business.
- Liaise with colleagues in a range of departments across the business.
- Play an active part in the wider industry through industry engagement forums and supplier meetings.

The ideal candidate will be looking to develop a career with the company and will be instrumental to developing the business' interests over the longer

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term. The company offers a great opportunity for individuals to develop their knowledge of the dynamic energy market.

Please email all applications to [Helen.Remblence@Solarplicity.com](mailto:Helen.Remblence@Solarplicity.com)

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