

POSITION DESCRIPTION
Customer Solutions Consultant



Reporting to: Team Manager – Customer Management

Date: January 2013

Role responsibilities

To encourage flexible work practices and to accommodate changes in responsibilities in line with business requirements, this document describes broad role responsibilities rather than detailed tasks

Customer experience

- Act as the key point of contact for Red's customers and provide specialist support to facilitate one contact resolution and an exceptional customer experience
- Maintain a view of each customer's status in the customer lifecycle and proactively identify and resolve any data or process issue
- Identify and act on opportunities to improve the customer proposition by offering new products and services

Stakeholder management

- Facilitate a high degree of structured, deliberate communication with various internal teams and external providers to ensure that customer management processes run smoothly

Information management

- Capture high quality customer data to provide transparency and accuracy of all customer information throughout the customer lifecycle
- Deploy data quality checks to identify data errors and exceptions to assure the highest level of data quality and work with internal teams to highlight and resolve any issue

Continuous Improvement

- Take a continuous improvement approach to identify and recommend improvements which assure the integrity and consistency of data, maximise efficiencies and enhance the customer experience

Required Competencies

- Problem Solving
- Customer focus
- Attention to detail
- Adaptability
- Listening skills & empathy

Preferred experience/qualifications

- Understanding of the various stages of the customer lifecycle in the retail energy industry
- Contact centre, revenue management, administration or analysis experience
- Relevant qualification (accounting, information systems)

Red Energy values

- Safety
- Agility
- Courage
- Decency
- Ownership
- Teamwork