

Client Service Advisor

Business Cost Consultants are looking for an experienced Client Service Advisor to join our expanding business.

For over 22 years Business Cost Consultants have been one of the the leading independent energy management companies, working with a large number of organisations throughout the UK, supporting them with their energy management administration and procurement.

Working with our consultants in support, you will be able, once trained in our systems, to deliver an error free level of service at all times. Last year we spent nearly £100,000 on bespoke software to manage utility services for our clients.

This is a key role within our business for which you will be fairly remunerated for providing the level of service that Business Cost Consultants are renowned for in the industry.

The Person

- Must have experience of working in a fast moving office environment
- Must demonstrate good attention to detail
- Must have experience and possess excellent customer focused skills
- Must be computer literate and experienced in the use of Microsoft packages (in particular Excel) and databases
- Must have excellent organisational skills and ability to work independently
- Must have the ability to communicate by telephone and email in a professional manner
- Must be able to cope well under pressure and deal with a diverse workload
- Must be a self-starter and have be willing to take the initiative when planning and delivering your workload

Role and Responsibilities

- Gas, electricity and water invoice validation and energy data management
- Data analysis and reporting
- Contract and tariff management
- Flagging unexpected changes to clients consumption of gas, electricity and water
- Identifying & implementing savings & solutions for clients
- Data entry and maintenance of accurate records
- Managing utility accounts for a portfolio of clients
- Handling incoming telephone queries
- Liaising with both clients internal stakeholders and suppliers by email and telephone to resolve billing issues and other queries
- Providing clients with a first class and professional service

If you are interested and in the first instance could you please send your CV and current salary details to our Finance Director, morrison.cowan@businesscostconsultants.co.uk.