

Customer Engagement Specialist

Location

Bankmore Business Park, Omagh

Date

July 2024

Company



Contract

FTC – 12 months - Full Time

Working Hours

37 hours - Monday to Friday

Hybrid Working

2 days working from the office and 3 days working from home

Salary

Starting salary £23,800 with opportunities to progress to £26,500, plus up to a 10% annual bonus. Additional opportunities to progress to £29,000, following development to a Senior Customer Engagement Specialist.

Energia Group is a leading energy company with substantial businesses in both RoI and NI, dedicated to playing a key role in decarbonising Ireland's energy system.

Operating through three key business units - Renewables, Flexible Generation, and Customer Solutions (Energia in RoI and Power NI in NI) - we provide advanced energy solutions and technologies through our brands, Energia and Power NI.

At Energia Group, we are dedicated to driving Ireland's renewable energy future while supporting local communities through partnerships and initiatives such as employee volunteering programmes and community benefit funds.

Proudly led by experts and home to many future leaders, our talented employees are our most valuable assets. We invest in their development through various Learning and Development Programmes to nurture sustainable careers and support our employees' personal development plans.

With our People Strategy, we prioritise a safe and inclusive work environment, supporting employees at every stage of their careers. We are committed to diversity and inclusion, signatories to the elevate pledge, and hold the Bronze diversity mark.

Power NI, as part of Energia Group, is Northern Ireland's most trusted energy supplier, delivering the products, services and value that families, businesses and communities need today - for a greener, more sustainable tomorrow. We are NI's largest electricity supplier, energising over half a million homes, farms and businesses for over 90 years. We are driving positive change for people living here and for the future of our planet through sustainable, smart, affordable and customer centric products and services.

We are looking for people with positive energy, who want to make an impact in their roles through a meaningful career with us.

TRUSTWORTHY

DYNAMIC

RESOURCEFUL

COMMUNITY FOCUSED

About the role

Power NI have an exciting opportunity for a Customer Engagement Specialist based in Omagh.

You will be the first point of contact for all commercial queries, responding to and delivering a customer experience that is second to none. Working alongside some of the industry's best customer service advisers, you will work towards achieving business performance targets ensuring the Power NI brand continues to grow.

Responsibilities

Day-to-day, here's what your new role would look like:

- Listen effectively and respond accordingly to our customer's needs.
- You will be part of our inbound customer care team which endeavors to win and retain customers through your passion for great customer service.
- Use Microsoft Office and Power NI's Customer Care and Billing Systems to manage your workflow on a daily basis.
- Actively promote and establish payment schemes alongside our other Power NI products and services to match our customers' needs.
- Develop and maintain positive working relationships both internally and externally.
- Carry out all duties in line with company policies, procedures and relevant industry guidelines.

About you

Key Criteria – What You'll Need

- 6 months customer service experience.
- Excellent numerical, spoken, and written communication skills with the ability to listen effectively.
- Computer savvy with a good working knowledge of Microsoft Office.
- A suitable, dedicated place to work at home (private and you won't get interrupted), with natural light, desk, chair, and an excellent broadband connection.

Desirable Criteria - These help decide between those who meet all the above key criteria:

- Previous experience of working within a contact centre environment.
- GCSE level education (to include English and Maths A* - C grade or equivalent).

If you are enthusiastic about this role but don't meet every single requirement, we still encourage you to apply. Your past experiences might be the perfect match for this or other positions, making you the unique talent we're looking for.

Energised for better

These are the behaviours, skills, and knowledge you need to be successful in our organisation:

Leading Self

Effective Collaboration
Flexibility, Agility
& Resilience
Emotional Intelligence






















Future Ready

Digital Readiness
Ideation & Innovation

Achieving Success

Customer & Stakeholder Centric
Critical Thinking & Problem-Solving
Strive For Excellence

What we can offer you

 Our Rewards	 Learning & Development	 Social Opportunities
 23-25 Days Holiday / Year +11 statutory	 Annual Bonus up to 10% of salary	 2 Volunteer Days / Year
 Health Care	 Employee Connect Groups	 Sports Clubs
 Full Paternity Pay & Enhanced Maternity (26 weeks full pay)	 Learning & Development Programmes	 Social Clubs
 Wellbeing Fund	 Career Development	 Virtual Gym Membership
 Cycle to Work	 Mentoring	 Allyship@Work
 Wellbeing Fund	 Employee Assistance Programme	 Green Team

Awards

- 2023 CCNNI Awards - Team Leader of the Year – Joint Gold Winner
- ESG Best Performer of the Year in the Green Awards 2024
- Business Working Responsibly Mark for responsible and sustainable business practices
- Best Corporate Wellbeing Programme
- Women in STEM - Best Recruitment Campaign
- Special Award for CSR and Charitable Initiatives (UK Utilities & Telecom Awards)
- Best Storytelling Award (Spider Awards)
- Silver in Social Sustainability, Diversity and Inclusion initiative of the Year (Greener Possibilities)
- Bronze Diversity Mark

