

# Customer Engagement Specialist

**Date**

January 2025

**Company****Location****Technology Park, Antrim or Fully Remote****Contract** Permanent - 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.

## About Us

**Energia Group** is a leading energy company in both RoI and NI, dedicated to decarbonising Ireland's energy system. Through three key units—Renewables, Flexible Generation, and Customer Solutions (**Energia** in RoI, **Power NI** in NI)—we offer advanced energy solutions. We're committed to driving Ireland's renewable future and supporting local communities through initiatives like employee volunteering and community benefit funds.

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.

Our talented employees are our greatest asset, and we invest in their growth through Learning and Development programmes. We foster a safe, inclusive work environment, champion diversity, and are seeking people with positive energy to make an impact in their roles through a meaningful career with us.

## About the Role

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

The ideal candidate will be empathetic, caring, highly motivated, disciplined, and reliable with a focus on providing an amazing customer experience driven through natural conversations to achieve high customer satisfaction. Our customers would agree and scored us 86% in satisfaction surveys based on last year's performance.

TRUSTWORTHY

DYNAMIC

RESOURCEFUL

COMMUNITY FOCUSED

## Responsibilities

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

- You will provide the highest level of service to our domestic customers whether through voice initially progressing onto social or email interactions. An average day of customer calls consists of helping up to 30 customers per day.
- You will be part of our inbound customer care team which endeavours to win and retain customers through your passion for great customer service.
- You will be responsible for updating our accounts using our Customer Care and Billing System.
- You will have the skills to listen carefully to our domestic customers' needs in order to actively promote and establish payment schemes alongside our other products and services to match our customers' requirements.
- You will support our vulnerable customers, and you will receive ongoing training from our in-house specialists and charity partners.
- You will have the desire to get involved in a range of community focused activities.
- You will be able to develop and maintain positive working relationships both internally and externally with our domestic customers.
- You will 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.
  - At least 6 months' experience of working remotely. \*
  - 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.
- \*Only applicable for candidates applying for fully remote working.

### 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:

<p><b>Leading Self</b></p> <p>Effective Collaboration</p> <p>Flexibility, Agility &amp; Resilience</p> <p>Emotional Intelligence</p>	<p><b>Future Ready</b></p> <p>Ideation &amp; Innovation</p> <p>Digital Readiness</p>	<p><b>Achieving Success</b></p> <p>Customer &amp; Stakeholder Centric</p> <p>Critical Thinking &amp; Problem-Solving</p> <p>Strive For Excellence</p>
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## Why you'll love it here

Our Rewards	Learning & Development	Social Opportunities
 23-25 Days Holiday / Year +11 bank holidays	 Employee Assistance Programme	 2 Volunteer Days / Year
 Annual Bonus up to 10% of salary	 Award Winning Wellbeing Programme	 Women's Network
 Health Care	 Employee Connect Groups	 Social Clubs
 Full Paternity Pay & Enhanced Maternity (26 weeks full pay)	 Career Development	 Virtual Gym Membership
 Milestone Moments eg. length of service rewards	 Learning & Development Programmes	 Allyship@Work
 Wellbeing Fund	 Mentoring	 Green Team

## Awards

<ul style="list-style-type: none"> <li>ESG Best Performer of the Year in the Green Awards</li> <li>Best Corporate Wellbeing Programme</li> <li>Women in STEM - Best Recruitment Campaign</li> <li>Bronze Diversity Mark</li> <li>Business Working Responsibly Mark for Responsible and Sustainable Business Practices</li> </ul>	<ul style="list-style-type: none"> <li>Special Award for CSR and Charitable Initiatives (UK Utilities &amp; Telecom Awards)</li> <li>Utility Week Awards 2024 - Finalist</li> <li>Silver in Social Sustainability, Diversity and Inclusion initiative of the Year (Greener Possibilities)</li> <li>Spider Awards - Best Storytelling Award</li> </ul>	<ul style="list-style-type: none"> <li>CCNNI Awards 2024 – Support Person of the Year - Gold</li> <li>CCNNI Awards 2024 – Trainer of the Year - Gold</li> <li>CCNNI Awards 2024 – Customer Contact Leader of the Year - Silver</li> <li>CCNNI Awards 2024 – Senior Leader of the Year - Gold</li> </ul>
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