

# Customer Engagement Specialist

**Date**

April 2025

**Company****Location****Newforge Lane, Belfast or Bankmore Business Park, Omagh****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

Power NI, part of Energia Group, have an exciting opportunity for Customer Engagement Specialists based in Belfast or Omagh.

Reporting to the Commercial Care Team Leader, you will be the first point of contact by phone and email for all commercial queries, responding to and delivering a customer experience that is second to none. For this role we are seeking enthusiastic customer-focused people, who enjoy working within a team environment.

The ideal candidate will have the ability to work as part of a hybrid working team, be highly motivated with a focus on providing excellent customer service with moderate sales targets, that will also enhance your earning potential.

TRUSTWORTHY

DYNAMIC

RESOURCEFUL

COMMUNITY FOCUSED

## Responsibilities

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

- Listen effectively and respond accordingly to our customer's needs.
- Use Microsoft Office and Power NI's Customer Care and Billing Systems to manage your workflow daily.
- Register, service and support our customers while educating them about other products and services to better meet their needs
- Win and retain customers through your passion for great customer service.
- 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

- Excellent numerical, spoken, and written communication skills with the ability to listen effectively.
- A suitable place to work at home and good broadband connection.
- Strong IT Skills with a good working knowledge of MS Office.
- Open to learn about new products and services in an a fast paced, ever growing industry.

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

- Administration experience.
- 3 GCSE's (grade A-C to include Maths and English) or two years previous experience of working in a customer centric environment.
- Experience of liaising directly with customers to promote the services of the company.

*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>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

- 23-25 Days Holiday / Year +11 bank holidays
- Annual Bonus up to 10% of salary
- Health Care
- Full Paternity Pay & Enhanced Maternity (26 weeks full pay)
- Milestone Moments eg. length of service rewards
- Opportunity to buy extra holidays

### Learning & Development

- Employee Assistance Programme
- Award Winning Wellbeing Programme
- Employee Connect Groups
- Career Development
- Learning & Development Programmes
- Mentoring

### Social Opportunities

- 2 Volunteer Days / Year
- Sports Clubs
- Social Clubs
- Virtual Gym Membership
- Women's Network
- Green Team

Awards

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