

## Job Description

Job Title: Customer Service Advisor

Location: Multiple, North East Scotland

Salary point: £19,900

**Part 1: Job Profile** Hours: Notionally 35 hours per week with flexibility according to the demands of the post

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### 1 Main Purpose of the Job

The post holder will be part of growing busy team, providing face to face and telephone advice, advising customers, and providing them with impartial advice and information on energy efficiency and heating options. The outreach service will predominantly include home visits, but will also include community advice sessions, presentations and attending events.

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### 2 Position in Organisation

- Reports directly to Team Leader.
  - Required to be self-disciplined and manage own workload.
  - Promote a team ethos and productive working relationships. Our aim is to provide a world class service and quality is at the heart of that – everyone has a part to play in achieving this.
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### 3 Scope of Job

- To provide impartial advice to householders in home, on the telephone, at community events or general planned events.
  - To maintain up-to-date, working knowledge of sustainable energy matters, affordable warmth and water heating and usage.
  - To develop and implement community advice sessions and projects that lead to low carbon lifestyles being adopted.
  - To provide and maintain a record of activity and achievements against agreed targets.
  - To adhere to company policies, taking corrective action and/or advising management of matters arising within the organisation.
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### 4 Qualifications and Skills Level

- Relevant administration and/or customer face to face experience.
  - Experience of working in a customer focused organisation.
  - Experience in a customer-focused and target-driven environment.
  - City & Guilds Energy Awareness 6281-01 Not essential as training will be provided.
  - Experience of giving complex advice.
  - Well-developed skills in verbal and written presentation, and ability to engage and motivate people.
  - IT skills to include Microsoft Word, Excel, and PowerPoint and CRM software.
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### 5 Dimensions and Limits of Authority

- No financial authority.
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### 6 Additional Requirements:

- Must be able to work outside normal hours as required.
- Must have a flexible approach to work.
- A driving license is Essential. With access to own vehicle preferred but not essential.

## Part 2: Duties and Key Responsibilities

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### **To provide impartial advice to householders on the telephone, in home, at community events or general planned events**

- Make use of internal and external referral systems to ensure clients' needs are met.
- Respond to enquiries from the public, local authority staff, private and voluntary sectors or installers and, where appropriate, redirecting them to members of staff or other agencies.
- Maintain quality of advice and information as required.
- Work to agreed service standards to meet contractual agreements.

### **To maintain up-to-date, working knowledge of energy matters, affordable warmth, water heating and usage**

- At all times, ensure that advice service and activity are in line with the requirements of Scarf.
- Effectively utilise existing sources of data to identify suitable opportunities to meet customers' needs.

### **To develop and implement community advice sessions and projects that lead to low carbon lifestyles being adopted**

- Liaise with organisations to develop partnerships by utilising appropriate resources and support mechanisms.
- Represent Scarf at various community and partner meetings.
- Develop and maintain effective operational partnerships with key delivery agents and stakeholders.

### **To provide and maintain a record of activity and achievements against agreed targets**

- Utilise a bespoke CRM system to record client information and access information to assist customers in an appropriate manner.
- Provide and maintain a record of activity and achievements against agreed targets and report to the Team Leader within agreed timescales.
- Ensure adherence to agreed targets and timescales.

### **To adhere to company policies, taking corrective action and/or advising management of matters arising within the organisation**

- Keep up-to-date with all company policies, including but not limited to human resource and health and safety issues.

Job holder's signature \_\_\_\_\_

Date \_\_\_\_\_