

Customer Service Representative

Department	Training Team (Commercial)	Start	November/December 2023
Location	Lutterworth/Hybrid	Reporting to	Training Manager
Hours	37.5 Hours per week Mon-Fri (9am-5pm)	Salary	£23,000pa

About the Role

There has never been a more exciting time to work in the energy efficiency industry, and Elmhurst is leading the way as the UK's largest training and accreditation provider for Energy Assessors. Working in the Energy Assessment industry offers an opportunity to make a positive impact on the world and working for Elmhurst provides a supportive and collaborative environment to do this.

Due to the ongoing success and growth of the provision of training by Elmhurst, we are looking for a Customer Service Representative to join our small Training Administration Team. The role is based at our Head Office in Lutterworth with opportunities for hybrid working.

The addition of a Customer Service Representative to our team will ensure Elmhurst continues to be the leading experts for the delivery of training and in energy assessment services for the improvement of quality and performance of all buildings. The Customer Service Representative plays a key role in meeting our vision to be the leading independent provider of training for building energy-rating expertise.

What can I expect to do in the role?

The role of Customer Service Representative is to work with the Training team to support our customers throughout their training journey, in a timely and professional manner from booking to certification. Through proactive interaction, they will inspire customer confidence in the Elmhurst brand and become the 'go-to' Elmhurst training contact. This will include:

- Implement effective customer on-boarding procedures to ensure trainees feel welcome and supported throughout the training process.
- Supporting key customers with regular contact to maintain an excellent business relationship.
- Using the email and telephone systems on a daily basis for handling general enquiries, ensuring opportunities are passed to the relevant team.

- Ensure incoming calls, emails and enquiries are responded to, escalating any urgent/high priority issues in line with company policy.
- Managing formal complaints, ensuring they are responded to and the complaint is resolved within our company's complaints policy level.
- Reviewing and replying to customer feedback, actioning or escalating any corrective measures to maintain our world class customer NPS rating.
- Working closely with internal departments to provide an exceptional training experience to our customers.

About you

People are what make Elmhurst great. It is the drive and commitment of our people that creates our success, which is why we focus on recruiting and developing the best talent.

Our Ideal candidate will have:



- ✔ A 'Can-Do' attitude, willing to go the extra mile to provide a positive customer experience.
- ✔ Pride in their work, looking to improve the customer experience.
- ✔ A good communicator for verbal and written correspondence.
- ✔ The ability to provide high levels of customer service in a busy customer focused environment.
- ✔ A keen eye for detail.

Preferred skills and qualifications:



- ✔ Will have a minimum of two years customer service experience.
- ✔ You will be comfortable working with a range of IT software including Excel.
- ✔ Would be beneficial, but not essential, to have experience of working in a training environment.
- ✔ You may have an interest in renewable energies and/or sustainable buildings.
- ✔ The ability to maintain good working relationships in a team environment.

Application process

- Closing date for applications **9am Monday 23rd October 2023**
- Please send your CV with an introduction to HR@elmhurstenergy.co.uk
- First stage: We like to start with an initial 10 to 15 minute telephone conversation. This will cover the basics and make sure the role is what you are looking for and is worth pursuing further for both of us.
- Interview: Successful candidates will then be invited to attend an in-person interview at our offices in Lutterworth.