

Data / Admin Assistant

Salary £13 - 14,000 per annum
Location Burley in Wharfedale
Hours 9.00 am - 5:00 pm
37 hours per week and 25 days holiday

We are seeking a computer literate Data/Admin Assistant to join a small, busy and friendly team. This role will be right for you if you are someone who enjoys working with figures, can spot errors and inaccuracies in data and enjoy resolving queries whilst ensuring the highest standards of quality, service and accuracy are met.

Your main areas of work will be extracting relevant information from supplier invoices and inputting this data into computerised systems with speed and accuracy. Once this information has been validated you will resolve any queries by liaising with suppliers and customers on the telephone and by email, in a proactive and helpful manner.

We are working towards becoming a paperless office and therefore your role will include scanning documents into a computerised system on a daily basis.

Experience working with complex data and in providing excellent levels of customer service is essential.

Candidates will have excellent keyboard skills, be numerate and be a highly competent user of Excel & Outlook.

Job Description

- Extracting relevant information from supplier invoices and inputting this data into computerised systems with speed and accuracy.
- Amending and updating customer details.
- Updating account details to ensure accuracy of bills.
- Scanning documents into a computerised system on a daily basis.
- Daily sifting and prioritizing company emails received and preparing responses as appropriate
- Dealing with customer queries regarding their bills and other meter enquiries.
- Managing and resolving customer issues.
- Liaising with customers and resolving queries in a friendly, professional manner
- Producing accurate information and clear reports for customers.
- Supporting other team members in providing accurate and timely information to customers.
- Answering telephone calls and responding to emails.
- Carrying out a range of administrative duties.
- Raising bills in respect of metered energy.
- Issuing renewal offers to customers in a timely manner and ensuring continuity of existing customers.
- Supporting the Account Managers when necessary.

The Individual

- Capable of working under time pressures and with high volumes of work at key dates in each month
- Able to manage workload and work on own initiative without constant supervision
- Able to work to the highest standards of quality and care, and follow operational processes
- Strong attention to detail and able to produce work with a very high degree of accuracy
- Ability to liaise with and communicate with external customers in a professional and friendly manner
- Excellent organisational and time management skills
- Able to look for ways of improving existing processes and bringing new ideas to the management team.
- Good communication skills (verbal and written)
- Logical thinker, able to create and maintain accurate / accessible and organised documentation
- Flexible and adaptable attitude

Essential Requirements

- 5 G.C.S.E's at grades A-C including Maths and English
- A high level of proficiency in MS Excel and Outlook
- Experience working with complex numerical data
- Highest levels of accuracy when dealing with numerical data
- Evidence of providing excellent levels of customer service
- Good communication skills (verbal and written)

- Competent use of Access and Word is desirable.

Please complete the [Energyquest application form](#) and email it to: jobs@energyquest.co.uk