

Customer Service Practitioner Apprenticeship

We have a fantastic new opportunity with Zog Energy for a Customer Service Practitioner Apprentice to work in our office, based in Adastral Park, Martlesham Heath, working Monday – Friday 37.5 hours per week.

Zog Energy is a domestic energy supply company started by two double Queen’s Award-winning entrepreneurs. The sole purpose of Zog Energy is to provide its customers with the best possible value energy. To achieve this the founders have invested in the best value technology available to keep costs down and use efficient customer service management systems.

We are looking for someone who has a passion for customer service, is willing to learn and is a great team player. As a customer service practitioner, responsibilities include providing a first point of contact to customers through email and telephone, assisting customers with their queries and at the same time maintaining the excellent level of service inline with the values of our organisation.

This is a Level 2 apprentice role, with a day off to study, so we are looking for an individual who is friendly and hardworking, searching for a company who will support them in their first steps of a successful career in customer service.

Duties will include:

- To provide customers with excellent customer service through email.
- Answer telephone calls from customers who have questions or queries about their accounts.
- Update internal systems accurately with the correct information.
- To assist with complaint handling and debt management.

Benefits:

- On-site parking
- On-site park, barbers, hairdressers, gym, sports centre, restaurant and much more.

COVID-19 considerations:

Sanitation stations at office entrance. Plexiglas dividers between desks. One way system in the office. Social distancing policy.

Education:

- GCSE’s grade A-C/9-4 or equivalent in English and Maths
- A-Level or equivalent

Salary: £172 per week

Contact us at lisa@zogenergy.com with your cover letter and CV to apply.