

## Customer Service Representative

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Company: Leep Utilities

Location: Manchester Area

Category: transportation-and-material-moving

Role: Water Specialist  
Department: Customer Operations  
Reports to: Team Leader

(Water)  
Location: Manchester, office based

About Us Leep Utilities owns and operates regulated and non-regulated multi-utility networks across the UK. With sites in MediaCityUK, Liverpool Waters and Canary Wharf, our broad range of capabilities includes electricity, water and wastewater, alongside heating, cooling and hot water services. Leep is the result of a joint venture between the independent mid-market infrastructure investment manager, Ancala Partners LLP and one of the UK's leading private real estate investment and infrastructure companies, The Peel Group. We deliver straightforward connections throughout the UK and hold the relevant licenses that allow us to adopt regulated utilities on new developments.

The Opportunity Reporting to one of two newly appointed Team Leaders (Water), this role is responsible for the end to end delivery of amazing customer experiences for our regulated fresh and wastewater customers. The role is dedicated to providing support to customers from the moment they onboard with us, right up until they leave (and everything in between!). We currently have full time and part time positions available.

Key Responsibilities Take ownership of a dedicated customer patch and deliver great results from start to finish. Undertake key billing, customer service and collections activities on customer accounts. Handle key account functions including movers, complaints, payment plans and ticket logging. Be passionate about delivering great outcomes for customers. Identify and apply any support services for customers inc. PSR, charity referrals, WaterSure, social tariffs etc. Account cleansing through exception report management Administrative duties relating to payments, asset failures, affordability checks

etc Deliver exceptional service in line with customer satisfaction OKRs. Investigate complex customer queries and provide clear resolutions for customers. Dealing with customers directly over the phone (inbound and outbound) and by email with our new multi-channel tech. Work as part of a wider team to improve overall customer satisfaction. About You Customer Focussed Great Communicator Team Player Passionate about Improvements Embracer of Change Your Development and Benefits At Leep, we believe in stable growth and putting our people first. Our 5-year strategic growth plan gives us stability today and prepares us for the future, while nurturing a strong collaborative and supportive culture. Our benefits include: Salary which aligns to your experience and skillset 25 days paid holiday + bank holidays An additional day off to celebrate your birthday Commission scheme (eligible after probation) Company pension plan Health Cash plan through Westfield Health Option to purchase additional holiday days through our Holiday Buying Scheme Engagement committee with events throughout the year, including Christmas Party, Summer Party and individual team socials Paid professional memberships relevant to your role and access to professional development opportunities Our Values At the forefront of everything we do: Safety Customer Promise Accountability Reliability Respect Flexibility Equal Opportunities Leep Utilities is committed to promoting equality of opportunity for all staff and job applicants. We aim to create a working environment in which all individuals are able to make best use of their skills, free from discrimination or harassment. We do not discriminate on the basis of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation. If you require any appropriate accommodations during the application or interview process, please let us know.

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