



## Energia Customer Accounts Student Placement

### Your new company...

As Viridian Group we are already working for you every day. How? As Ireland's leading energy provider, we generate and supply energy to hundreds of thousands of homes and businesses across the island of Ireland via our **Power NI**, **Power Procurement** and **Energia** businesses. Chances are, when you flick the switch we've had something to do with the lights coming on.

As you can imagine, powering over 1 million customers takes a pretty big team of people who as powerful and energetic as the electricity we supply. Our industry is in a constant state of change and we need exceptional people like you to help us deliver the future of energy. So... are you ready to switch on your career with Ireland's leading energy provider?

### Your new role...

Reporting to the Customer Account Team Manager, the successful candidate will be responsible for ensuring all registrations are processed within business targets, processing to-do's to ensure all meter information is up to date to ensure timely billing and managing their work load on a daily basis to ensure individual objectives and quality targets are achieved. With a positive attitude and willingness to learn, you will be given every opportunity to acquire new skills and gain a valuable, working knowledge of one of Ireland's most successful companies.

### Main Duties

- Register customers onto the CC&B billing system.
- Ensure efficient and timely processing of all registrations in line with both business and market requirements.
- Resolve billing process requirements and errors including meter reading, meter change request, customer losses and final billing in a timely manner
- Liaise with both internal and external stakeholders.
- Effectively resolve issues with MRSO/T&D/Gas Networks.
- Work closely with internal teams such as Sales and Customer Service to ensure a co-ordinated outcome is achieved on behalf of the customer.

### SALARY AND BENEFITS

#### What will you get?

A very competitive salary with the opportunity to earn a bonus of up to £500 at the end of your placement. This role will be based in our newly refurbished offices in Belfast which offers free coffee/tea and kitchen facilities, along with soft rooms for informal meetings and a recreational area for break times.

The successful candidate will be enrolled into the Company Pension Scheme with an employer contribution of up to 6%, and will also avail of 20 days holiday per year plus 11 statutory days. A

range of additional employee benefits include: employee assistance programme, social clubs and free gym membership.

### **IGNITE Programme**

On placement you will be welcomed onto the IGNITE Student Placement Programme where you will learn more about team building, personal effectiveness, building resilience and presenting yourself, all skills that will not only benefit you on placement, but throughout your whole career. Find out more about our student Programme by visiting us at Student Fairs or email us at:

[hr@viridiangroup.co.uk](mailto:hr@viridiangroup.co.uk)

### **PERSON SPECIFICATION**

#### **Knowledge and Experience**

Applicants must be studying towards an Honours Degree in Business Studies or Business Management and have completed their second year by June 2018. The successful candidate will demonstrate the following skills and experience:

#### **Essential Criteria**

- Module results to date must have a combined average in excess of 60%, up to and including 2019 Semester results.
- A high level of customer focus
- Excellent organisational and time management skills with the ability to prioritise effectively
- IT literate with a sound working knowledge of MS Word, Excel and PowerPoint

#### **Desirable Criteria**

- Previous experience working in a customer relations environment
- Selection criteria may be adjusted depending on response levels

#### **Competencies**

- Drive for Results
- Taking Ownership
- People and Team Development

### **What are you waiting for...?**

To apply for the above vacancy please return a current CV to [careers@viridiangroup.co.uk](mailto:careers@viridiangroup.co.uk) quoting 'Energia- Customer Accounts Placement Student.' Additionally, please complete the attached Equality Monitoring Form and return to [monitoringofficer@viridiangroup.co.uk](mailto:monitoringofficer@viridiangroup.co.uk) quoting **Energia-Customer Accounts Placement Student** in the subject line. Your application will be considered incomplete if you fail to return both monitoring form and CV.

**The closing date for receipt of applications is 13<sup>th</sup> January 2019.**