

Employer Profile



Grampian House, 200 Dunkeld Road, Perth PH1 3AQ

We are the UK's second largest energy supplier employing over 1000 employees in Perth for customer service. We focus entirely on energy and related services – offering a wide range of career paths throughout the UK.

Providing excellent customer service is what we are renowned for, but don't just take our word for it! We are the only energy company to achieve a five star rating by the *statutory consumer champion*, *Consumer Focus* and are currently recognised by *uSwitch* as the *UK's Best overall energy supplier since 2006*.

Our success depends on providing an environment where our employees can grow, so it's in our interest to make SSE a great place to work.

Benefits:

- Annual Salary Review
- Contributory Company Pension Scheme
- SVQ qualifications
- 30 days annual leave + 4 Public Holidays
- Share Incentive Plan
- Long Service Awards
- Career Breaks
- Staff Electricity and Gas Discounts
- Medical Insurance Discount
- Charity and Community Plan Initiatives
- Many other employee benefits.

What we are looking for:

- Passionate about delivering a positive customer experience and exceeding expectations
- Excellent verbal and written communication skills.
- Commitment to adhere to company compliance and industry regulatory obligations in every call.
- Performance driven and is motivated by meeting and exceeding targets.

- Ability to resolve customer queries.
- Enjoys working as part of a team and can motivate and inspire colleagues
- Can identify opportunities to grow our business through forming emotional connections with customers in order to promote suitable products and services to benefit each individual.
- Can think outside the box and feel empowered to make decisions that are right for our customers.
- PC Literate – can competently navigate through various packages.

Hours of work:

Working Hours 8am – 8pm (Monday – Friday) 8am – 2pm (Saturday)

Career Opportunities:

We have a range of specialist teams comprising of advisors, managers, trainers, quality, compliance and project managers. We cover a full range of customer orientated areas from new business, changes and enquiries to payments and billing. Together we are focussed on giving our customers the best possible experience.

Recruitment Process:

- Online application process
- Telephone Interview
- Assessment Centre
 - Group Exercise
 - Testing (Numeric, Listening, grammar)
 - Competency based interview
 - Role Play Exercise

Successful candidates will be subject to the Company's verification and vetting process which includes a basic criminal record check.

Location:

- Fantastic bus links with Stagecoach
- Free mini bus at core hours from city centre to site
- Car share scheme
- On site parking