

# tonik

## Energy for the switched on

### Role Title

Member Services Agent

### Salary

£18,200 rising to £18,870 after probation

### Bonus

Up to 10% of salary based on individual and team performance

## Who are Tonik?

Tonik is a business that aims to re-write the rule book within the energy industry. We believe in offering renewable, clean, affordable energy to the whole of the UK. What's more, we are on a mission to help our members to reduce their energy bills by 50% over the next 5 years. You see, energy companies are have spent too long taking advantage of their customers. We providing a greener, cleaner, better alternative.

## What we are looking for

We are a small but growing team who are not only looking for people who are passionate about delivering exceptional service, but someone who will truly muck in and help us make this business a success. We are searching for people who give a damn!

## Key Responsibilities

Providing exceptional service by having brilliant conversations with our members throughout their time with us.

Being on hand to answer their questions and solve problems through whatever media the customer chooses.

- Inbound Call Handling on all aspects of the customer journey.
- Webchat interactions.
- Email response.
- Back Office administration including task clearance and exception handling.
- Complaints resolution (both formal and informal).
- Customer Retention activity including outbound calling to existing customers.
- Process improvement – input into Lean initiatives

## Key Skills

Customer service is your middle name (could be literally).

- Solid computer literacy.
- Excellent verbal and written communication skills.
- Strong spelling and grammar competency.
- Minimum of 5 GCSE's including Maths and English at Grade C.

## Key Behaviours

- Brilliant attitude – friendly, personable, trustworthy and honest.
- Wants to actively contribute to building a brilliant, caring internal culture.
- Amazing communication skills – both verbal and written.
- Able to deal with ambiguity and the unknown.
- Demonstrates a genuine passion for helping others.
- Is a self-starter. Looks to find solutions and seeks out new opportunities where they can add value rather than waiting to be asked.
- Has great attention to detail. Is able to consistently deliver 'right first time'.
- Enjoys variety. Welcomes the opportunity to work in a blended environment where priorities and work tasks can change hourly.
- Is flexible and able to work structured shift patterns.

## Why work for Tonik?

We value our people more than anything, we don't expect our staff to care about our company without us caring about them first. We look after you in the hope that you will show the same care to our members. Not only are we caring, but we are fun! We pride ourselves on having one of the best office environments in Birmingham. Also, we're at the forefront of doing something rather different in the energy industry – Smart is an enabler and part of a much bigger picture for us (...think solar, battery, EV charging, etc.). We'd love you to be part of it!

## Interested?

Apply now by clicking below the link:

<https://workable.com/j/6A690A3CED>

