**Client Administrator**

To contribute to the provision of an effective portfolio management service to our clients and to undertake specific responsibilities to facilitate the professional and efficient operation of the department.

You will contribute to the retention, profitability and growth of income for the Bespoke/Standard portfolio.

You will provide a full range of administration and support services to the business and external clients, ensuring a professional image of the organisation is maintained at all times.

**Role**

You will perform the following job roles to support the department by following set processes and ensuring Client SLA’s are met:

* Processing of incoming and outgoing post.
* DMDS
* Scanning & Renaming of Invoices
* Posting of invoices onto SystemsLink
* Invoice Validation.
* Query Management.
* Production of Reports.
* Client Meter Readings
* Pre Warning Notices
* LOA Administration

**General**

* Adhere to all company processes and procedures in line with QEMS system (ISO)
* Ensure outstanding customer service is delivered to all our clients and any complaints are managed in line with ECA complaints charter
* Effectively manage any project work
* Adapt proven methods of Report/ MI writing for all internal and external reports
* Look constantly for development and continuous improvement by analysing current work methods and processes
* Ensure significant changes within the industry, findings, recommendations and action points from meetings are communicated to team or relevant parties and the action points are completed
* Maintain an efficient paper & electronic filing system ensuring that information is easily accessible, stored neatly, thinned when appropriate and archived at set intervals
* Support/assistance may also be required by fellow team/managers. For which you will make yourself available wherever possible
* Identify sales opportunities and pass leads to the Sales Team
* Plus all other duties as assigned appropriate to the development of the role and the individual

**Qualifications and General Attributes**

Specific formal Qualifications are not required; however the following are considered key assets for the role:

* Good knowledge of MS Excel
* Good knowledge of MS Word
* Working knowledge MS Outlook
* Polite and professional in both appearance and manner
* Self-motivated
* Comfortable making and receiving phone calls
* Thorough, diligent and with an eye for detail
* Strong analytical and problem-solving skills
* Excellent planning, organisation and time management skills
* Ability to accurately calculate and process information quickly
* Ability to work under pressure and meet deadlines
* Understanding of the need for accurate information systems

Please email or post your CV with a covering letter detailing your current experience and/or qualifications and salary expectations to: craig.wilkins@ecaBusinessEnergy.com

**Post:** ECA Business Energy, ECA House, 1 Dronfield Court, Civic Centre, Dronfield S18 1NQ