

Job Specification – Utilities Co-ordinator



Due to expansion, we have a vacancy for a **Utilities Co-ordinator** to join the team at Laurencekirk.

About Ringlink Scotland

Ringlink Scotland Ltd is an established and rapidly growing business and is adding to its energy division.

This varied and challenging position will see you working for Scotland's largest rural business ring. Established in 1988 with a client base of over 3,000 members, our model provides a cost-effective platform for efficient member to member trading.

The co-operative business has seen significant growth, progressing from a company focusing entirely on agriculture into a diverse business which now includes Utility Services of Electric, Gas and Water to our membership.

The business's ethos is one of transparency and we embrace the core values of: Integrity, Teamwork; providing high levels of Customer Service along with a 'Can Do' spirit for our membership.

The job

As a full-time Utilities Co-ordinator, you will be dealing with members requests and queries, administer and collect monthly information from members, join online meetings with our energy suppliers to discuss members utility accounts under query and liaise with our Accounts Division to correct any billing errors.

The ideal candidate will possess strong organisational skills, attention to detail, and the ability to manage multiple tasks in a fast-paced environment, whilst having an appetite for continuous learning.

Prior experience within the energy industry or with a customer service background would be advantageous.

Key responsibilities will include:

- Handling member enquiries in a prompt, friendly and timely manner (on the phone and via email)
- Raising quotations swiftly and accurately
- Responsible for input of client details into the CRM system
- To continuously maintain client files relating to enquiries and queries
- To take a proactive approach to continuous improvement and development of the company's systems and processes
- Generates and maintains electronic information in databases and spreadsheets, retrieves data, and prepare reports
- Provides general administrative support to the department division as needed

Our requirements:

- The ideal candidate will have either prior experience within the energy sector or a minimum of 2 years' experience in a phone-based customer service role.
- Enthusiastic and a great team player – you'll be motivated to hit and exceed targets.
- An effective communicator and a real people person who is great at building relationships.
- Highly organised with attention to detail, adaptable and proficient in IT.

Location: Laurencekirk, Kincardineshire (AB30 1EY)

Job type: Full-time, Permanent. Monday – Friday, 37.5 hours with no weekend work.

Benefits: Competitive remuneration package including pension, life assurance, 28 holidays with incremental increases up to 32 days and paid birthday day off.

Closing date: 28/02/25

To apply: Send your CV, covering letter and salary expectations to:
hr@ringlinkscotland.co.uk