



We're Hiring!

Customer Service Analyst

Ref: P1205

Phoenix Natural Gas Ltd are looking for a Customer Service Analyst to join their busy Customer Services department. They will be responsible for assisting with the practical work of completing projects that increase operational efficiencies and service delivery across Customer Services, Engineering and Phoenix Energy Services. They will also be responsible for generating and maintaining statistics to enable the generation of reports that highlight Customer Services performance against its goals; providing recommendations for improvements where applicable and produce business wide reports relating to asset activity and connection targets

But why would you want to work for Phoenix Natural Gas?

- At PNG we have an important job to do. You will be helping provide a service that delivers warmth and comfort to homes across Northern Ireland including to the most vulnerable in our society such as the elderly, sick and young families.
- You will be part of a company that cares about the environment and makes a conscious effort to reduce our carbon footprint in everything we do.
- We also care about the communities we work in not least demonstrated through our Company charity, Energy for Children which provides funding to local children and families in need.

Having recently celebrated our 20th anniversary Phoenix are enjoying a phase of maturity and stability while continuing to invest in our original gas network licence area of Greater Belfast and extending into East Down. We are well established in the local community, and see our corporate social responsibility programme as an important part of what we do.

This is an exciting opportunity in a family-feel culture, where staff go the extra mile to leave a legacy that will be around for years to come.

As well as great career opportunities and the opportunity for development, Phoenix offer an array of benefits from free car parking and on-site canteen, as well as a free bus to work to name but a few.

If you want to be part of an award-winning company, check out our job description and get applying!

This is a **full time permanent** contract; the successful applicant will be required to work between 8.30am and 5.00pm Monday to Thursday and between 8.30am and 4.30pm on Friday.

The rate of pay for this role is £20,000 - £22,000 per annum depending on experience.

Closing date for applications: 4pm on Friday 12th April 2019.

Phoenix Natural Gas is an Equal Opportunities Employer.