



Interested in joining **Sycous**?



Debt Support Coordinator

Company	Sycous Limited	Team	Support Delivery Team
Date Posted	27 th March 2024	Mentor	Support Team Leader
Start Date	ASAP	Role Type	Permanent

Role Overview

Sycous provide innovative billing solutions for heat networks and district heating systems. On behalf of Heat Network Operators, we offer an end-to-end market leading billing solution which includes debt management when customers are struggling or need extra help to pay.

The purpose of this role is to deliver excellent customer service and debt management to our existing and new customers.

We have an empathetic and compliant approach – our aim is to support our consumers to be able to pay their bills with kindness and understanding, whilst minimising debt levels across the portfolio for our commercial clients. We believe the right approach is making sure we understand our customers’ individual needs so that we can find a specific solution that will work for them. You’ll be there to help them find the right way forward, whether that is offering a new and easier way to pay, agreeing a payment plan, or helping them to set up a direct debit. Our aim is to find the best outcome for our customers, ensuring that we build and maintain a relationship of trust and understanding.

We are looking for someone who is proactive and reliable, someone who is passionate about exceptional customer service and someone who can show compassion and understanding to our customers.

Key Responsibilities

Key Responsibilities will include:

- Proactively providing first line support for managed services customers through all communication channels including via phone, email, and live chat.
- Ensuring all data contained within the system is accurate and up to date.
- Collect Outstanding debts in line with company policies.
- Monitoring payment plans.
- Escalating overdue debts to Sycous Clients and continuing to liaise with them to resolve overdue debts.
- Monitoring for disconnections and reconnections and managing the process.
- Ensuring payments are allocated to accounts correctly.
- Supporting the department with additional managed service tasks if and when necessary. This may include producing bills and credit notes, and processing meter exchanges.

Continuously improve and uphold our excellent level of customer service by

- Work collaboratively and proactively with the Sycous team to ensure timely and accurate resolution of queries and to update on progress.
- Adhering to internal SOPs, whilst providing suggestions for improvement where you find they are required.
- Dealing with communications in a professional and prompt manner.
- Reporting any training needs to your line manager.

Competencies

- Debt Management/Credit Control Experience
- Excellent customer service
- Patience and the ability to remain calm in stressful situations
- Thorough attention to detail
- The ability to listen and negotiate with customers
- Excellent verbal communication
- Persistence and determination
- Familiarity with data entry software
- Ability to work well in a team
- Basic Mathematical skills
- Basic Excel Skills

Desirable

- Customer Support Experience
- Utilities Experience



Future Progression

Future progression is available as the company grows or within other teams. Within the support team, you could progress to become a senior member of the team, providing guidance and training to your peers and to new starters in the business. This will see you take on more responsibility and reporting duties. We will frequently review your progress in your monthly 1-2-1s and 6-monthly performance reviews to identify what your ideal progression path is, and how we can help you to achieve it.

Remuneration

Band: S1. Health Insurance, Pension Contribution and Health Cash Plan

Location

Reporting office: Leeds

Based: Leeds, travel may be required for training or other support tasks in very limited circumstances with potential overnight stays.

About Sycous

We are experts in supporting energy network operators with open protocol metering hardware, software, and services.

We have industry leading knowledge and expertise in open protocol metering and data collection equipment, a skilled team of engineers for installation and maintenance, and an unrivalled customer service team for client and consumer support.

We are also the developers of the UK's first cloud based, remote data collection administration software for use in the district heating and communal energy market.

We believe in a sustainable future with transparent and accessible data at the heart of it.

We champion both innovation and education, to help drive positive change in the world of metering and billing and help keep costs as low as possible for consumers.



