

Job Description

Job Title	Fuel Executive – AF Affinity	Employee Name	
Reporting to	Team Leader – Fuel	Responsible For	n/a
Location	Honingham Thorpe, Colton, and any other reasonable locations as required		

Overview of Role

Due to growth in demand a new exciting position has arisen to join an expanding team within a fast-growing dynamic company. The role is to primarily provide administrative support to the fuel team who manage the domestic heating oil orders. Key functions will be to handle consumer enquires by phone, email and online, place fuel orders, chase payments, support and grow the fuel business. Full product and systems training will be given.

Principal Duties and Responsibilities

- Manage enquiries
- Quote and place orders in a timely and accurate manner
- Take payments for orders
- Manage the consumer email inboxes
- Register new customers
- Send communication to customers
- Run regular reports to collate and send to our clients.
- Pro-actively call customers to gain further fuel orders and gain feedback on our service levels.
- Ensure customer data is kept up to date
- Prepare spreadsheets and undertake other roles to assist with the fuel syndicates
- Scan and file documents
- Handle complaints, provide appropriate solutions and follow up to ensure resolution
- Assist the invoicing team with and queries
- Work closely with the AF Group Fuel department and other departments
- Use various internal systems

General Duties and Responsibilities

- Contribute towards continuous improvement of service levels
- Adhere to company policies and procedures
- Act in a professional and ethical way
- Maintain the highest levels of confidentiality
- To adhere to AF Affinity's strategy
- From time to time you may be requested to work outside of your normal working hours to help maintain effective cover
- You may be required to perform other duties within the company that will be within your capability
- You may be required to represent AF Affinity at Shows/Events relevant to your role

Performance Measures

- Grow fuel volumes
- Assigned projects are completed professionally, accurately and on time
- Agreed margins are achieved
- Gross profit targets are achieved
- KPI's will be set and reviewed quarterly

Qualifications & Experience (Person Specification)

- Proven work experience in, customer services, personal assistant or call centre role
- Qualifications in Business Administration, Customer Services, or a relevant field would be beneficial but not essential
- Strong knowledge of Microsoft Office package- especially Excel

Personal Qualities (Person Specification)

- Passionate about helping people
- Strong self-awareness
- Friendly and engaging
- Excellent verbal communications skills
- Excellent listening skills
- Well organised and able to prioritise
- Ability to work under pressure
- Self-motivated & high energy team player
- Take pride in performance and attention to detail
- Able to come up with ideas for improvement and development

Values

Service - We will delight you in every transaction

- We understand and agree people's expectations and accurately fulfill them
- We care and demonstrate empathy in every interaction
- We build genuine and long-term relationships
- We work at a consistently high standard and provide the best quality service
- We communicate in a positive and professional way
- We leave a lasting and positive impression
- We get things right and don't cut corners

Excellence - We strive to be outstanding in everything we do

- We go above and beyond agreed expectation
- We listen and understand people's requirements
- We share expertise and knowledge
- We take responsibility

Responsibility - We do what we say we'll do, with integrity

- We understand the impact of our actions and act accordingly
- We act with integrity and in the interests of AF, its people and the communities in which we do business
- We are responsible and ethical
- We are motivated and act in an efficient and productive way
- We take ownership and see things through

Value - We add value

- We ask the right questions to understand people's needs
- We ensure we provide ease of purchase, continuously improving our processes
- We act on requests in a timely way
- We get things right first time, providing an efficient, reliable and trusted service
- We identify beneficial opportunities across all of our services
- We see and think beyond people's initial needs, helping to propose and deliver solutions
- We plan and are well prepared
- We forge strong relationships built on trust and commitment

Signed (Employee):

Signed (Manager):

Date: