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CUSTOMER SERVICE REPRESENTATIVE - LIQUEFIED PETROLEUM GAS (LPG)

As part of the Forward Agenda, BP has established a Business Service Centre ("BSC") in Budapest which, subject to relevant country consultation, will provide Finance, Customer Service and Operational Procurement services to all Refining and Marketing ("R&M") businesses in Europe. The Customer Service function within the BSC will be the centre of expertise for BP's R&M businesses, delivering excellent customer service to our Business to Business (B2B) and Consumer markets. The BSC will handle a varied range of Order to Cash and other customer support activities. Our Customer is at the heart of all we do and our customer service employees are responsible for providing excellent customer service on behalf of our European and Global businesses.

BP has long been the largest provider LPG into the UK through its supply points at Grangemouth, Coryton and Avonmouth. BP LPG UK has a large and varied national customer base including domestic, commercial, industrial and agricultural users of bulk LPG, bottled LPG and autogas.

For the newly established team we are looking for a

Customer Service Representative - Liquefied Petroleum Gas (LPG)

LPG Customer Service Representatives will respond to Bottle and Bulk Customer (B2B) contacts relating to BP's fuel, and marketing operations in an efficient, cost effective and customer responsive manner. They will be expected to notify customers of any delivery issues and will seek alternatives to assist in customers' LPG order management. Customer contacts will vary from phone, fax, email, written requests and communications.

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KEY RESPONSIBILITIES

- First point of contact for BP telephone based enquiries, from LPG Bottle and Bulk customers.
- First point of contact for any written form of enquiries from LPG Customers or by internal customers in the BP LPG Business.
- Handle all customer and support requests in a professional and timely manner from the first contact through to a satisfactory completion or resolution
- Log, assign and track progress of queries and customer requests from receipt to completion, recording progress of these on a weekly basis.
- Escalate any high risk customer issues (financial, legal, reputation).
- Provide accurate information to both business customers and support teams through the correct use of all information technology systems.
- Ensure data is accurately entered and maintained in all Customer Service and data collection systems, minimising errors and resultant financial losses.
- Each Customer Service Representative will have "Specialist" responsibilities (e.g. defined customers or process skills) as well as the "Shared" responsibilities described above.

PREVIOUS EXPERIENCE

- Minimum of 12 months previous experience customer service skills in a telephone environment and or customer services environment
- Strong time management and organisation skills
- Experience of working in the UK or of working with UK customers / markets is desirable.
- Experience within the LPG industry is desirable but not essential.
- Excellent written/oral communication skills and ability to build effective working relationships
- Must demonstrate high level proficiency in Microsoft Packages (Excel & Word) and show an intermediate level aptitude for systems applications

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Offer

- competitive salary and benefits
- extensive trainings
- dynamic, multinational team
- outranging working conditions

In case you are interested in the above position, please apply online by sending your professional English CV: www.kellyservices.hu – [Customer Service Representative](#)
[LPG](#)