

JOIN THE TEAM



SUSTAINABLY DELIVERING LIFE'S ESSENTIAL SERVICES FOR OUR ISLAND

Customer Care Administrator

Our organisation

We are a Statutory Board of Isle of Man Government, proud to be a trusted provider of essential utility services that support the Islands people, economy, and environment. With a dedicated team of around 400 staff and an annual turnover of approximately £150 million, we play a vital role in keeping the island running every day.

We deliver electricity, clean drinking water, wastewater treatment, and natural gas services that our Island depends on.

Your position

As a Customer Care Administrator you will be based at Manx Utilities Headquarters, with the Customer Care Team in the Billing Department. You will be expected to take ownership of customer queries and resolve them wherever possible during the customer's initial enquiry, reducing the need for customers to make repeat calls or further enquiries.

You will also provide support to the reception area at our Head Office, assisting customers through face-to-face and digital interactions. You will be part of a supportive and collaborative team environment, reporting directly to the Customer Care Team Leader.

Closing date: 05 October 2026

Our Values: Respect | Integrity | Teamwork | Excellence



PO Box 177 • Douglas • Isle of Man • IM99 1PS
e: hr@manxutilities.im • t: 687687 • www.manxutilities.im

Your role...

Terms:

Your salary and terms are analogous to Manx Electricity Authority Grade 2

Policies:

Every job role supports the achievement of our key policies:

- Health & Safety
- Quality
- People
- Assets
- Environment
- Governance

Core responsibilities:

The main responsibilities of your job role include:

- Processing customer payments over the telephone and at our counter.
- Processing customer online applications for moving property, updating contact details, and refunds.
- Support customers with enquiries related to our SmarterPAYG service and SmarterLiving app.
- Supporting customers general enquires and triaging customer complaints.
- Help with general office support functions as and when required.

Knowledge, skills & experience:

- Demonstrate strong interpersonal skills, a supportive approach, and the ability to listen actively to customer needs.
 - Ability to remain calm, resilient, and business-like under pressure within fast-paced, public-facing environments.
 - Deliver clear, articulate, and effective written and verbal communication across all stakeholders.
 - Apply strong numerical skills to process complex data accurately with a "right first-time" mindset.
 - Proficient in the Microsoft Office Suite, Teams, Excel and Word.
 - Experience with Microsoft Dynamics – Navision, is highly advantageous (though comprehensive training is provided).
 - Highly motivated and organised with a proven ability to multitask and manage competing priorities.
 - Possesses robust planning skills to consistently meet tight schedules and critical deadlines.
 - Demonstrates strong initiative, working efficiently with minimal direct supervision.
 - Ability to learn quickly and retain information that will be required to support customer enquires.
-

Attributes...

	Essential/ Desirable	Methods of assessment
Qualifications		
Minimum of 5 GCSE's or equivalent at grade C or above, to include Mathematics and English	D	CV/Interview
Experience		
Demonstrate the ability to listen actively to customer needs.	E	CV/Interview
Collaborative working and knowledge sharing across all levels	E	CV/Interview
Ability to work on own initiative with minimum supervision	E	CV/Interview
Proficient in Microsoft products and systems	E	CV/Interview
Knowledge & skills		
Highly motivated and organised with a proven ability to multitask and manage competing priorities	E	CV/Interview
Numerate and methodical with outstanding attention to detail and 'right first time' mind-set	E	CV/Interview
Excellent written and verbal communication skills	E	CV/Interview
Robust planning skills to consistently meet tight schedules and critical deadlines.	E	CV/Interview
Ability to learn quickly and retain information that will be required to support customer enquiries.	E	CV/Interview
Disposition		
Ability to remain calm, resilient, and business-like under pressure within fast-paced, public-facing environments.	E	CV/Interview
Strong interpersonal skills, a supportive approach, and the ability to listen actively to customer needs	E	CV/Interview
Ability to work effectively as part of a team	E	CV/Interview