



<https://aqualogic-wc.com/careers/planner-customer-service/>

Customer Service Planner – Birkenhead

Description

We are looking for somebody to join us as part of our planning department. Our planning team is based at our head office on the Wirral and are busier than ever booking appointments for our various project teams. Our call handlers are using state of the art equipment and software to ensure that our teams are running as efficiently as possible and deliver the best customer service.

This is a full time role within Aqualogic, and we are looking to fill this role quickly so absolutely encourage early applications as interviews will commence as soon as possible.

Our office is located at Tower Quays with free on-site parking and is a 10-minute walk from Hamilton Square station, also on main bus route.

If you have experience working in a call centre and are looking to move your career forward, this could be the role for you.

As we progress forward and water conservation becomes even more vital, the projects we work on become ever more necessary.

This is an exciting opportunity for someone with call centre experience who may be looking for a more exciting and varied opportunity.

We require someone with excellent communication skills capable of explaining a technical service over the phone to the young and old alike – full training will be given to the successful candidate.

You will need to be motivated, self driven and be computer literate.

The successful candidate must possess excellent communication skills and be committed to maintaining consistently high quality standards.

Responsibilities

1. Outbound: Contacting from a large database of customers to make appointments including explanation of the service being offered. Clustering appointments in order of postcode.
2. Inbound: Receiving customer calls to request a WE audit.
3. Scheduling appointments using booking system.
4. Liaison with engineers/technicians.
5. Basic Administration

This list of duties is not exhaustive.

Skills

- Telephone call handling essential
- Basic office administration

Hiring organization

Aqualogic (WC) Ltd

Employment Type

Full-time

Job Location

12 Tower Quays, CH41 1BP,
Birkenhead, Wirral, United Kingdom

Working Hours

F/T Mon-Fri 8:30 to 5 40hr per week.

Salary

£26,000 per annum

Benefits

Pension scheme.

Date posted

August 15, 2025

- MS Office Word, Excel, Outlook : Essential
- Driving : Not essential
- Excellent communication skills and capable of explaining technical service over the phone to all types of people.

Experience

- Inbound calls from members of the public
- Outbound call making from a list of warm contacts
- General experience of working in a busy office environment
- Working on own initiative.
- Outgoing personality/customer service skills

To apply for this role or if you require further information, please send an email to Ian Williams or click apply now. Ian's email address is ianw@aqualogic-wc.com