

Fliss Marshall
Senior Customer Service Representative

"As a senior customer service representative at the business call centre, I have a lot to do with our customers-and take responsibility for a fantastic team of 16 people - all at the same time. Everything's open and honest, there's lots of feedback both ways. The result is a great environment's where there's a real sense of a team spirit. We get on well with each, which is important because there's always something happening and we need to share knowledge, information and help each other."

Helping people is the key "At the moment, we're really focused on educating customers to use less energy. To me, that's really important. If I can educate one customer a day to use less energy over an entire year, then that's going to make a big impact."

Flexibility when it's needed "If I have to change my hours to fit around my baby's needs, then I'm perfectly able to do that. Eon does have a culture of empowering people to make their own decisions. Each of us is responsible for dealing with every customer to the best of our abilities. After all, what the customer wants is the most important thing. What I like most about working for Eon is the fact that everything changes so quickly. You don't get a chance to get bored."

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