

# OPERATIONS TRAINEE

**Location:** Sarajevo | **Department:** Operations | **Reporting to:** L&D Coach

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We build business energy strategies for clients and keep them running. Our mission is to help clients find suitable energy and water supplies, and we guide them towards the best use of them.

In the past year, our Operations team has been rapidly growing to meet the business's needs. As we continue this growth, we are looking for a new member to join our community, an individual who can embrace change positively and strives to develop professionally.

If you're interested to learn about energy industry and grow and develop in the field, this is the right opportunity for you.

## You will be actively learning the following:

- How to obtain energy data from various data sources such as suppliers, and data collectors
- Review invoices for accuracy and raising and resolving errors with suppliers
- Process invoices or prepare them for payment using internal and external platforms
- Perform energy data analyses and reports to enable the client to budget, forecast, recharge tenants, or identify cost savings opportunities
- Produce various reports in conjunction with objectives
- Collect, sort, and provide data to relevant parties for their respective use
- Deal with incoming external and internal enquiries
- Communicate with clients, suppliers or stakeholders via email and telephone as and when required
- Work alongside all stakeholders to provide a quality service to clients, within agreed deadlines
- Actively thinking of ways to improve service and the department

## What we are looking for:

- Excellent verbal and written communication skills in English – **Essential**
- Keen eye for detail – **Essential**
- Problem solver – **Essential**
- Organised – **Essential**
- Acts with integrity – **Essential**
- Accountable – **Essential**
- Flexible and self-motivated – **Essential**
- Excellent interpersonal skills – **Essential**
- Mathematics and analytics knowledge – **Essential**
- Good Microsoft Office (basic Excel) skills – **Desirable**
- Education background in economics/electrical engineering/administration – **Desirable**

This is a tremendous opportunity for any applicant. If you feel that you meet the criteria above, please send your application through the Alfa Energy Group website at:

<https://alfaenergygroup.com/uk/2022/10/trainee-operations-analyst/>

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