**Job Description – Beauparc**

|  |  |
| --- | --- |
| **Job Title** | Trade Waste Administrator |
| **Reports to**  | Service Delivery Manager |

|  |
| --- |
| **The Role**To support the Operational team in all aspects of their administrative and operational duties. To ensure the accurate recording of data on AMCS and liaising between customers and drivers to ensure a high level of customer services is maintained.  |

|  |
| --- |
| **Main Purpose of Role*** Provide comprehensive administrative support to the operations team, ensuring that all departmental systems, records, and processes are maintained accurately and in a timely manner.
* Act as a key liaison between internal teams and customers, ensuring effective communication around service issues, missed collections, and operational changes.
* Promote a high standard of customer service by efficiently resolving queries and building strong, professional relationships with key accounts and general customers.
* Ensure the accuracy and integrity of data that supports invoicing processes, proactively reducing invoice disputes and supporting the monthly billing cycle.
* Maintain service continuity and compliance by coordinating with operational personnel and ensuring consistent follow-through on administrative procedures.
 |

|  |
| --- |
| **Main Tasks and Activities*** Respond to customer queries related to missed collections, invoice discrepancies, and service updates, ensuring all communications are timely, clear, and recorded.
* Maintain and update all relevant IT systems and spreadsheets, including route data, delivery and collection tickets, and depot performance records.
* Monitor service operations by recording gains/losses, reporting driver non-compliance, and updating relevant stakeholders (e.g., Reception, Trade Waste, key accounts).
* Manage email correspondence and Helpdesk tickets daily, ensuring all items are responded to, resolved, or appropriately escalated before end-of-day.
* Complete weekly checks to support accurate monthly invoicing and carry out additional administrative duties as required to support departmental performance.
 |

|  |
| --- |
| **Experience*** Strong administrative skills, with the ability to manage multiple tasks, maintain accurate records, and support operational efficiency.
* Proficient in Microsoft Office applications, including Excel, Word, and Outlook, with the ability to quickly learn and navigate internal systems.
* Excellent customer service skills, with a proactive and solution-focused approach to handling queries and building client relationships.
* Effective written and verbal communication skills, with the ability to convey information clearly and professionally across all levels of the business.
 |