**Job Description – Beauparc**

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

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| **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. |

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| **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. |

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| **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. |

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| **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. |