**Immediate Start – please call for telephone interview:**

**Email: wayne.chadwick@bandmwaste.com**

**Job Description**

**Title:**Customer Service Administrator

**Salary:**£ neg on experience

**Hours:** Monday to Friday 08.00 to 17.00 although flexibility to work 07.30 to 16.30 or 08.30 to 17.30 would be helpful to cover core hours. Occasional Saturday's 8am to 1pm

**The Company:**

AWM is part of the Beauparc Utility Group and a leading waste management company in West Yorkshire, providing integrated and collection and recycling services to a wide range of businesses and local authorities alike.

This is an excellent opportunity for an extremely motivated person. The candidate must be hardworking and have a positive outlook.

**General Scope**

You will be joining a dynamic team of individuals, working in a fast-paced environment. Working within the Service Hub, located at Cross Green(LS9) you will be responsible for providing the highest standard of service for each of our customers.

This position is best suited to somebody who can multi-task. The Service Hub is a very busy department, and a can-do approach is essential.

**Key Tasks and Responsibilities**

* On the job training- Skip service teams
* Responsible for taking inbound calls from both commercial and domestic customers.
* You will have a clear, concise, and professional telephone manner.
* Ability to engage and build strong rapport with customers.
* Ability to provide written and verbal quotations for potential orders.
* Processing online orders including those received by email.
* Accuracy is paramount and a detailed approach is essential.
* Occasionally be the initial point of contact for complaints/ dissatisfaction.
* Confidence to make outbound calls to customers with adjustments or rescheduled work.
* Work closely with Traffic Planners & Operations Team to ensue service delivery.
* Ability to work as a team, prioritising by way of work flow
* All aspects of office administration

**Candidate requirements**

* A confident and professional telephone manner
* Excellent communication skills, both verbal and written
* Enthusiastic and hardworking
* The ability to work on one’s own initiative.

Job Type: Permanent