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| **Name:** |  |
| **Employer:** | New Earth Solutions (West) T/A Mid UK Recycling |
| **Location:** | Caythorpe |
| **Contract:** | Permanent |
| **Hours of work:** | 0800 – 1700 (30 min break) |
| **Department:** | Trade Waste |
| **Reporting to:** | Kim Wallace – General Manager |

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| **Job purpose** |
| You will be involved for the day-to-day operation of the office and any administrative staff; you will be point of contact for any customer concerns or complaints and of the customer service department. |
| **Main duties** |
| * To abide by & promote health & safety, ensuring all approved policies & processes are followed. * The role of the Order Processor is to support our very busy Trade Waste department on a full-time basis * Monitor emails within the service inbox and ensure they are dealt with promptly and professionally * Assisting with customer inbound calls * Order processing and maintaining housekeeping on company software * Ensuring customer invoice queries are dealt with in a timely manner * Professional and timely communications both internally and externally * General office administrative duties * Support the operation through peaks and with holidays * Waste data and customer sales reporting as required * Do not undertake any duty for which you do not have the required permission, training or competency. |

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| **Person specification** | | |
|  | **Essential** | **Desirable** |
| **Qualifications** | GCSE Math  GCSE English |  |
| **Experience** | Admin experience.  Computer literate | Sales support experience  Customer services experience |
| **Knowledge** | Microsoft Office Applications  Word/Excel & Outlook | Waste operations software |
| **Skills** | Organisational skills.  Excellent communication skills.  Attention to detail | Multi-tasking |
| **Attitude** | Confident and friendly  Flexible approach |  |

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| **Organisational Chart** |

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| **Job Description Agreement** | |
| Employee: | Manager: |
| Signature: | Signature: |
| Date: | Date: |