

**ROLE PROFILE**  
**CUSTOMER SERVICES APPRENTICE**

One of the region’s most successful waste and recycling companies is looking to appoint a Customer Services Apprentice to the team. This is a great new opportunity for an enthusiastic and ambitious apprentice who has a genuine interest in this type of work and wants to achieve results in an already successful business.

Whilst achieving the Apprenticeship qualification during the specified period of the acknowledged formal Apprentice Programme the candidate would also be expected to work towards developing the skills and competencies outlined below through workplace learning and development.

<b>Position</b>	<b>CUSTOMER SERVICES APPRENTICE</b>
<b>Reports To</b>	Customer Services Manager
<b>Department</b>	Customer Services Department
<b>Main Location</b>	JWS Waste & Recycling Services Limited Westport House, 35 Frederick Road, Salford, Manchester M6 6LD
<b>Main Duties/ Responsibilities</b>	<ul style="list-style-type: none"> <li>• Primary contact for customers – deal with order requests etc in a timely professional manner (by telephone, electronically or face to face);</li> <li>• Help maintain a high level of customer satisfaction – polite, cheery, positive telephone manner;</li> <li>• Handle all incoming phone calls and enquiries (need to develop a knowledge of all features/benefits of all product lines) obtain and evaluate all relevant information to handle inquiries or complaints;</li> <li>• Handle a high volume of customer emails;</li> <li>• Respond promptly to customer inquiries and process orders, forms, applications, requests and raise quotations;</li> <li>• Work closely with Operations Team to ensure prompt and efficient service to customers;</li> <li>• Direct requests and unresolved issues to the designated resource;</li> <li>• Inputting of data for reports on the system for JWS and customers and confirming jobs off customer portals;</li> <li>• Take ownership, document and record actions of any customer complaints according to JWS Customer Complaints Policy and Customer Service Policy and Procedures through to resolution of issues;</li> <li>• Ensure that all work is saved in the correct place on the network and/or is filed in a way that can be easily accessed by other team members</li> <li>• Actively promote and up-sell JWS’ services;</li> <li>• Manage and update customer records, service agreements etc and any input to IT system and any additional administration duties ;</li> <li>• Undertake telephone customer satisfaction surveys with existing customers;</li> <li>• Making outbound calls for outstanding containers with infrequent movement;</li> <li>• Communicate with coordinate with other internal departments and areas of the business;</li> <li>• From time to time may be required to make outbound calls to prospects and customers to generate business growth with existing and new customers;</li> </ul>

	<ul style="list-style-type: none"> <li>• Follow up of customer interactions;</li> <li>• Willingness to build a long-term relationship with the customer;</li> <li>• Always show respect to colleagues and clients;</li> <li>• You will help with general office tasks;</li> <li>• You will take responsibility for creating a clean and tidy work environment; tidy meeting rooms after use, wash up and keep your work are tidy and clear.</li> </ul>
<b>Education and Experience</b>	<ul style="list-style-type: none"> <li>• Working knowledge of the Waste Industry</li> <li>• Good level of general education (literacy and numeracy);</li> <li>• Good standard of IT literacy - particularly covering Microsoft Outlook, Word and Excel;</li> <li>• Highly customer focused and people orientated individual with excellent communication skills.</li> </ul>
<b>Key Competencies</b>	<ul style="list-style-type: none"> <li>• Have a real interest in customer service;</li> <li>• Be committed for one year minimum;</li> <li>• Keen attention to detail and accuracy;</li> <li>• Good telephone skills;</li> <li>• Stress tolerance – ability to stay positive in a stressful environment, able to work and contribute effectively to the team;</li> <li>• Listening skills;</li> <li>• Excellent communication skills – verbal and written;</li> <li>• Initiative;</li> <li>• Ideally have a basic/good knowledge of the Greater Manchester geographical area;</li> <li>• Ability to multitask and prioritise workload effectively;</li> <li>• Problem analysis and problem solving;</li> <li>• Adaptability;</li> <li>• Interpersonal skills;</li> <li>• Show good time keeping, attendance and have a professional attitude;</li> <li>• Evidence commitment to, or desire for self development.</li> </ul>
<b>Hours of Work</b>	<p>Because of the nature of the business, flexibility in hours of work is dictated by the requirements of the job as the business operates from 07:00 to 18:00 hours Monday to Friday and 07:00 to 13:00 hours on Saturday.</p> <p>Dependent on age working hours may be restricted by law and if an apprentice is under 17 years of age they will be unable to work unsupervised. This will be taken into account on an individual basis when appointed and modified as required. However, we normally operate a shift system in this department in order that our customers are offered a comprehensive service to cover the hours between:</p> <ol style="list-style-type: none"> <li>a) 08:00 and 17:30 hours Monday to Friday (including Bank Holidays);</li> <li>b) 08:00 and 13:00 hours Saturday mornings (this will generally be one Saturday out of every three as agreed with your Manager but you may also need you to cover for colleagues on the rota for holiday).</li> </ol>