**EMPLOYMENT OPPORTUNITY**

**Job Title:** Business Support Administrator

**Location:** B&M Waste, Trafford Park

**Salary**: £30,000 per annum

**Hours**: 40 hours

**Reporting to:** Group Head of Tenders

The Group is one of the UK’s leading providers of waste management and recycling solutions. The key elements of the business are collections, processing, and conversion to energy.

**Role Context:**

The role of Business Support Administrator will be to support the Group tendering function and the Subcontracting Department in completing administration in an efficient and timely manner through escalations from numerous departments. The candidate will also be involved in supporting the Corporate Sales team in an attempt to grow revenue and profitability of our Commercial Customer base. Customer retention is fundamental to the long-term success of The Beauparc Group.

**Key Roles and Responsibilities**

* Answering incoming emails and directing emails to appropriate personnel
* Complete supplier/customer forms collating all the information for future use
* Supporting both tendering function and subcontracting function of the business
* Dealing with customer service emails from commercial
* Answering questions about our organisation and providing customers with other information as required.
* Dealing with customer service queries and liaising with other departments to retrieve this information
* Process all customer related queries and requests in a timely and consistent manner.
* Making outbound calls to customers when requested
* Forwarding supporting documentation/reports to customer when needed (eg waste permit, waste reports etc)
* Keeping the inbox clean by following up on outstanding emails.

# **Skills & Experience Required**

* Have 1+ years customer service experience
* Excellent communication, organisational and interpersonal skills
* Excellent level of computer literacy a must (help expedite report generation as required)
* Knowledge of the Waste Industry an advantage
* Demonstrates ability to tactfully handle difficult situations.
* Good team player

**Package Offered**

* Full Time / Permanent after successful completion of 9 months’ probation
* Paid Annual Leave
* Access to staff well-being programmes
* Flexibility with Hybrid Working (providing approved in advance by Line Manager)
* Career development through mentoring and training
* Corporate Social Responsibility Opportunities