

Job Title: Customer Services Administrator (Operations)
Location: Cardiff
Hours: 42.5 hours per week, Monday – Friday
Salary: Competitive, depending on experience
Reporting to: Operations Director

The Company:

Forward Waste Management (FWM) is a dynamic and focused company providing innovative and value-added waste management services, primarily focused towards the manufacturing sector.

Privately owned and established for over 15 years, FWM is a successful formation of three trading divisions achieving £10m annual revenue through a 40+ strong team of highly competent and dedicated qualified waste managers, engineers and support staff. We serve an enviable client list of well-known blue-chip brands, as a fast paced, service excellence led business we are always looking to stay ahead of industry trends and competitors. The company currently manages a wide array of disciplines including sales, marketing, service delivery and contract management through a combination of in-house and outsourced truck fleet facilities and fully license waste transfer operations. FWM also manage its own sizeable equipment rental fleet, supported by integral workshop facilities equipped for a wide range of welding and fabrication, refurbishment and repair services, from its 50,000sq. ft. facility based in Cardiff.

Further information on the company can be found on our website:

www.forwardwastemanagement.co.uk

The role:

Working as part of a team co-ordinating customer service requests with our in-house transport and third party hauliers.

Duties:

- Arranging waste collections/disposal from our customers and co-ordinating this with our sub-contractors/hauliers and disposal/recyclers sites.
- Obtaining & checking all licences, weighbridge tickets from sub-contractors
- Preparing all documentation, consignment notes for waste collections
- Updating and inputting information into the waste management database system
- Obtaining weights and other data from suppliers for collections undertaken
- Ensure all paperwork complies to legislation
- Strong administration experience complying to ISO 9001 standards
- Occasional site liaison visits e.g. oversee a collection, or to build relations with sub-contractors
- Checking and processing supplier & customer invoices and handling any invoice queries
- Producing and managing reports
- Processing waste samples, data sheets and specifications
- Holiday and overflow support

Skills and experience:

- Strong administrative experience
- Experience working for a waste management company or similar customer focused service provider would be a distinct advantage
- Commercial knowledge of the waste sector and waste materials would be a distinct advantage
- Excellent written and spoken communication skills with demonstrable customer services experience.
- Able to work in a fast-moving environment as part of a team
- IT skills – Experience of entering data into operational software and experience of Microsoft office suite

The ideal candidate:

- Good team player
- Can do attitude
- Very organised able to work to tight deadlines with strong attention to detail
- Negotiating skills
- Excellent time management
- Commercially aware
- Must be proactive and flexible to support the growth of the company
- Enjoy working in a fast – paced environment and possess the ability to prioritise and juggle several tasks at any one time
- Must be self-motivated and have the ability for continuous learning and be used to working to strict deadlines.
- Able to work unsupervised and to successfully complete tasks within tight deadlines

To apply for this role, please forward an up to date copy of your CV and / or covering letter to hr@forwardwaste.co.uk.

Strictly NO agencies.

Please note that all information received by Forward Waste Management as part of the recruitment process will be deleted and / or destroyed after 3 months from when you are sent the outcome of your application. If you would like us to retain your details and application information on file after this period for any future potential roles, please contact the HR Department via email: hr@forwardwaste.co.uk to confirm your consent. You are free to withdraw your consent at any time by way of emailing. Our full recruitment privacy notice can be viewed on our website: www.forwardwastemanagment.co.uk