

Job Title: Customer Services Administrator
Location: Cardiff
Hours: 42.5 hours per week, Monday – Friday, 08:30am – 05:00pm
Reporting to: Head of Customer Service

The Company:

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

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
- Updating sub-contractors' details onto the system
- Preparing all documentation, consignment notes for waste collections
- Updating and inputting information into the waste management database system
- Liaising with other departments including Account Managers
- 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 gained in a business-to-business environment
- Customer service experience. Ideally gained in a business-to-business environment where ongoing relationships are key to business success
- 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
- The ability to influence and negotiate with internal external stakeholders, primarily by telephone
- Able to multitask in a fast-moving environment as part of a team
- IT skills – Experience of entering data accurately 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.forwardwastemanagement.co.uk