**B&M Waste Services**

ROLE PROFILE: National Operations Coordinator

**Location:** Bromborough, CH62 4SQ

**Working hours:** 37.5 per week, 8:30 – 17:00 Monday to Friday (1 hour unpaid lunch)

**Reports to:** National Operations Service Manager

**The Role**

Being a member of our Nationals Team, you will be required to multitask and prioritise a multitude of different tasks at any given time. You will need to have a high level of accuracy and attention to detail, to ensure that all tasks are completed correctly and efficiently and all relevant systems are accurately updated.

You will handle all service related enquiries, bookings / new orders, liaise with suppliers and update internal stakeholders and customers in an effective and timely manner, ensuring SLAs are adhered to.

**Responsibilities**

1. To proactively work from a fast paced shared mailbox, CRM system and Customer Portals, whilst taking incoming calls
2. To ensure that all enquiries are accurately recorded and investigated, in line with company “right first time” policy
3. To resolve all said enquiries to conclusion in a timely manner, ensuring a positive customer journey
4. To deescalate customer complaints and resolve any issues raised to retain all customers
5. To ensure that all IT systems are properly used and all data is accurately recorded on the system
6. To schedule waste collections with sub-contractors for Trade, Hazardous, Confidential & Bulk Clearances
7. To obtain quotations from Third Party Suppliers where necessary and keep accurate records
8. To investigate Customer / Sub-contractor invoice queries
9. Complete / Prepare Waste Transfer Notes where required
10. Any other reasonable task as may be required from time to time

**The Ideal Candidate**

The ideal candidate will have excellent communication skills both verbal and written with previous experience of working in a busy office environment. Previous experience of working within the waste industry is preferable but not essential, as in-house training will be provided.

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| **Qualifications**  **Essential:**  Educated to A\* - C GCSE Level in English and Maths  **Desirable:**  Relevant Industry Qualifications | **Experience**  **Essential:**  Experience of working in an office/helpdesk environment  **Desirable:**  Worked within Waste industry  Experience using CRM  Worked closely with sub-contractors/ third parties |
| **Skills**  **Essential:**  Ability to Multitask and Prioritise Experienced Outlook user  Capable user of MS Word and Excel  Good problem solver  Excellent customer service skills  **Desirable:**  Advanced Excel | **Knowledge**  **Essential:**  Customer service process  **Desirable:**  Waste industry |