**B&M Waste Services**

ROLE PROFILE: *Contracts Administrator*

**Based at:** Wirral **Working Hours: 8.30m – 5 pm**

**Position reports to**: Admin Manager

**The Role**

You will be responsible for the day-to-day co-ordination and processing of contracts from the field sales team and to ensure excellent levels of customer service, accuracy of data on the company computer systems and achieving department KPIs. You will also support the field sales team as the office based admin support.

**Key Responsibilities and Accountabilities:**

* To manage and administer the entering of new sales onto AMCS and gains
* To manage and administer the entering of new sales leads into CRM.
* Assist the customer services team in processing retention contracts via the CRM System liaising with the service teams or suppliers when necessary.
* To be in daily Communication with the sales team to ensure timely updates and progress.
* Distribute inbound Web / Phone leads to sales and other teams, ensuing they are logged on CRM
* Liaise with the service teams regarding future deliveries each month
* Assist with pending contracts, helping the sales team to provide notice to existing suppliers for their customers.
* To undertake credit checks and ensure integrity of information provided.
* You will ensure all department procedures are followed and data accurately and promptly recorded on the systems within the company’s SLA’s
* To manage and file all contracts in electronic form.
* Ensuring the roll-out/cancellation processes are 100% accurate.
* AD-HOC Tasks given by line Manager (Pre Invoice Checks, Credit Note Process)

**General Responsibilities and Activities**

* To enter customer details into CRM.
* To assist Sales team when quoting for work.
* To assist in completing all sales related documentation by liaising with the sales reps

**The Ideal Candidate**

* You are tenacious, passionate and positive.
* You enjoy working as part of a team and work on own initiative
* You are willing to work hard and prove yourself.

**Skills and Experience**

* Excellent organisation and time management skills
* Good administration skills
* Advanced knowledge in the use of Microsoft Office applications
* A good knowledge of working with customers over the phone
* Sales support and customer service
* Good level of written and oral communication
* Knowledge of the waste industry / hazardous waste would be an advantage

**Company Info**

* The Health, Safety and Wellbeing of our employees is very important to us.
* It is your responsibility to take reasonable care of your own and other people’s Health and Safety and must cooperate with us on Health and Safety matters.
* You will represent the company in a professional capacity at all times.