**B&M Waste Services**

ROLE PROFILE: *Broker Administrator*

**Location:** Bromborough, CH62 4SQ

**Working hours:** 8.30am – 5.00pm (1 hour Lunch Unpaid)

**Reports to:** Broker Supervisor

**The Role**

You will be responsible for the day-to-day co-ordination of the Broker Management email inbox.

To process customer orders and enquiries, liaise with suppliers and make arrangements for waste transfer. Enter data onto the company computer system to ensure all work orders are recorded accurately.

**Key Responsibilities**

* To ensure all data is recorded onto ERP accurately in line with company “right first time” policy.
* To resolve all customer queries to conclusion in a timely manner
* To ensure that all IT systems are properly used, and all data is accurately recorded on the system.
* To provide quotations for customer enquiries and keep accurate records.
* To manage and administer the entering of new sales onto AMCS and gains.
* Liaise with service teams regarding deliveries and scheduling.
* Ensure all department procedures are followed within the company’s SLA’S.
* Generate and support the company’s credit note process.
* You will ensure all invoice queries are dealt with in an efficient manner and communicated with the financial teams. Identifying and helping to resolve issues with sub-contractors in order to reduce repeat issues.
* Any other reasonable task as may be required from time to time.

**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
* Sales support and customer service
* Good level of written and oral communication
* Knowledge of the waste industry / hazardous waste would be an advantage.
* Knowledge / Experience using CRM 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