

Commercial Waste Sales Support Officer

Department	Recycling and Waste
Pay Grade	G3
Responsible to	Commercial Waste Manager

Role Purpose

To provide sales and administration support to the commercial aspects of the Waste and Recycling Service and to increase the customer base through sales generation and sales leads. This includes providing advice and guidance to customers on relevant marketing, sales and commercial waste services and maximising the waste requirements of the customer to build an overall account offering.

Role Specific Responsibilities / Accountabilities

- To provide account support to customers to ensure customer retention is kept at a high standard performing credit checks as appropriate, as well as maximising sales opportunities through business development.
- To build relationships with customers within business waste, bulky bag or brake test ensuring that needs are met, and a smooth customer journey experience is achieved
- To provide excellent customer service to both businesses and general public that are current or prospective customers.
- To analyse trends in data identifying where improvements in customer service can be made and to undertake business development activities to maximise sales opportunities through marketing campaigns and other communication methods.
- To liaise with customers and the operational workforce about an ever-changing service, liaising with customers around day changes, frequency changes with a focus on the reduction of missed collections.
- To deal with enquiries and bookings received from potential and existing customers giving a prompt response and to record details electronically as required.
- To assist with marketing campaigns and promoting new service offerings to prospective customers, to develop and grow the commercial waste service.
- Identify gaps or potential changes in the current commercial waste service which could result in potential new services for income generate assisting with writing reports for management consideration.
- To provide quotes, legal documents, and contracts to all customers in a timely manner and gaining feedback from customers about lost business.
- To rearrange collection of missed collections or refused collections and contaminated collections. To provide reports for the Commercial Waste Manager to analyse trends in these collections and liaise with customers appropriately.

- To update, manage and maintain databases to ensure collections are kept up to date. To ensure Bartec is updated daily with all new and ad hoc jobs.
- To carry out such other duties that may reasonably be required.

Knowledge, Skills and Qualifications

Minimum knowledge, skills and qualifications required to perform this role, relevant experience may be a substitute.

Essential Criteria

- Customer service skills
- Knowledge of marketing and sales best practice
- Competent IT user able to learn and use difference systems
- Good communication skills verbal and written
- Good analytical skills and attention to detail
- Able to work as part of a team and on own initiative

Desirable Criteria

- Experience of working in a marketing or sales environment
- Experience of working in a Business Waste environment

Appendix

Generic Employee Responsibilities / Accountabilities

- Contribute to the delivery of the corporate objectives of the council developing good working relationships to promote the interests and reputation of the council building a positive image of the organisation.
- Participate in a culture of learning, collaborative working and excellence to build a culture of high performance, which inspires and supports the delivery of the council's District Plan.
- Ensure that all duties are carried out in compliance with relevant statutory processes, corporate policies and the council's constitution.
- Proactively seek opportunities to continuously improve ways of working and council services by evaluating activities to enhance performance.
- Promote equality, diversity, access to services and tackling discrimination both within and outside the council to ensure there is a clear and consistent focus across the organisation and its partners in delivering an inclusive customer experience to all.
- Generally to comply with the Health and Safety policy and guidance ensuring the required mechanisms are used and to support the promotion of a culture of good health, safety and welfare, especially if nominated or appointed specifically to carry out simple checks at your place of work and log the activity.

- Follow the council's safeguarding procedures and promote the welfare of children, young people and vulnerable adults across council services.
- Participate in risk management in service areas and follow required reporting procedures, as appropriate, to minimise risks to the council's operations.
- Follow and adhere to all Data Protection procedures and processes in accordance with relevant legislation ensuring all personal data of employees, members of the public and clients is used appropriately and retained within guidelines.
- The Returning Officer in this constituency is responsible for the election process. There is an expectation that council employees will, as reasonably requested to do so, assist the returning officer in election processes.
- In the event of a major incident or disaster you may be required to provide assistance in whatever capacity necessary to provide the necessary organisation, co-ordination and supply of resources to support the local key emergency services.

Generic Employee Behaviours

Our behaviours framework links to our values and identifies the core knowledge, skills, behaviours and attitudes we require from our people to deliver services.

Customer Focus

- Deliver a high standard of customer services
- Develop effective customer relationships
- Improve customer service to meet local needs and aspirations

Achieving Excellence

- Strive to be excellent
- Deliver increasing efficiency / effectiveness
- Use taxpayers' money wisely to deliver the highest quality services to the satisfaction of our customers

Our People

- Work collaboratively together as one team
- Invest in own performance and career and support colleagues
- Work creatively and responsibly