


Job Description Template			
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Job Description – Waste Coordinator

Department/location:	FIS Environmental Services Technical Team, Kirkby
Hours of work:	
Reports to:	Technical Manager – T&R Kirkby
Holiday:	
Other benefits:	Annual bonus, company pension scheme, death in service insurance

General:


The purpose of the Waste Coordinator role is to provide administration, support and guidance to internal and external customers; provide quotes to and, where appropriate, assess enquiries from customers, contractors, sales representatives and third parties; liaise with operational staff, transport and customers to ensure collections and deliveries comply with appropriate company procedures and legislative requirements; and ensuring timely and effective sales invoicing.

Main Duties:

- Administrative support
 - Provide quotations, collect customer purchase orders and create invoices
 - Receive incoming phone calls, relay messages
 - Log enquiries on relevant databases, including quotations and bookings
 - Ensure paperwork is timely and accurate
 - Provide assistance for outgoing loads including transport
 - Administer and track TFS shipments
 - Report and deal with non-conformances
 - Produce reports on any of the above as requested by the management team
 - Ensure the details of outgoing loads are recorded to maintain compliance
- Business performance
 - Help ensure high levels of customer service
 - Ensure all collections are carried out in a legally compliant manner
 - Record information necessary for monthly KPIs
- Customers
 - Maintain direct contact with internal and external customers, providing assistance on transport, pricing, documentation, queries and bookings
 - Proactively assist customers with their waste disposal requirements to ensure a service level that is satisfactory to the customer
 - Provide and report duty of care information, where requested
 - Support other sites within FIS in complying with company and legislative requirements

General H&S Responsibilities:

- Comply with Health & Safety requirements: as per training, policies, procedures, risk assessments, method statements, safe systems of work etc.
- Actively seek to improve safety culture.
- Report any H&S issues/accidents/near misses to your line manager immediately.

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Other General Responsibilities:

- Attend training as required to maintain personal qualification/competence.
- Comply with the Company Equal Opportunities Policy and promote equality.
- Any other duties as required by line management, commensurate with the post holder's level of training and competence.

Person Specification

Qualifications/Training	E / D*	How assessed***
Experience		
Working in a customer service environment	E	***
Specific Post Knowledge/Skills		
Knowledge of the waste management industry and associated legislation, procedures, requirements etc	E	
Excellent IT skills, MS Word, Excel, Outlook and quick to pick up industry specific IT databases	E	***
Personal Characteristics		
Excellent attention to detail	E	***
Professional and Positive Attitude	E	***
Ability to work on own initiative and within a team	E	***

*Essential or Desirable

**Essential but may be achieved post-employment

***Application Form or CV; Interview; Presentation; Practical Assessment