


<b>Job Description Template</b>			
	<b>Document Number:</b> FG_HR_P.01 Form 08	<b>Version no:</b> 2	<b>Page</b> Page 1 of 2
	<b>Creation Date:</b> 25/05/18	<b>Next Review Date:</b> 25/05/20	

*All copies uncontrolled if printed*

## **Job Description – Hazardous Waste Support Administrator**

<b>Department/location:</b>	Honiton
<b>Hours of work:</b>	Monday to Friday / 08:30 to 17:00
<b>Reports to:</b>	Transfer Station Manager
<b>Holiday:</b>	25 days PA plus 8 bank holidays
<b>Other benefits:</b>	Company pension, bonus scheme and death in service benefit

### **General:**

This role provides an initial point of contact for typically our Hazardous Waste Department, providing quotations to customers, providing a tele-sales function to support the efforts of the Business Development Manager and assisting with the scheduling of the departments vehicles and administration.

### **Main Duties:**

- Communicating courteously with customers by telephone, email, letter and face to face
- Proactively assist customers with their waste disposal requirements to ensure a service level that is satisfactory to the customer
- Provide quotes to customers (with support/direction from BDM/Chemist)
- Assist with the waste pre-acceptance and acceptance procedure and communicate non-conformances
- Collate missing information that is required to perform collections/deliveries and build a total job instruction including fittings/declarations/pre acceptance etc.
- Schedule the departments collection vehicles in the most efficient manner to meet customer demands
- Assist with vehicle scheduling and maintenance requirements with vehicle workshops
- Generate outgoing calls, emails, and mailshots to create new business opportunities
- Provide general administration to the department assistance as required.


### **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.

### **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.

## Job Description Template

	<b>Document Number:</b> FG_HR_P.01 Form 08	<b>Version no:</b> 2	<b>Page</b> Page 2 of 2
<b>Creation Date:</b> 25/05/18	<b>Next Review Date:</b> 25/05/20		

*All copies uncontrolled if printed*

### Person Specification

<b>Qualifications/Training</b>	<b>E / D*</b>	<b>How assessed***</b>
GCSE (Grade B) or equivalent English and Maths	D	CV/Interview
<b>Experience</b>		
Any previous experience within an office environment	D	CV/Interview
Any previous customer service / telesales experience	D	CV/Interview
<b>Specific Post Knowledge/Skills</b>		
Good customer communication skills (telephone, written)	E	CV/Interview
Computer literate (Excel, Word, Outlook)	E	CV/Interview
Good Organisational Skills	E	CV/Interview
<b>Personal Characteristics</b>		
Polite and professional attitude to work and colleagues	E	CV/Interview
Calm under pressure	E	CV/Interview
Work well as part of a team	E	CV/Interview
Strongly motivated to learn and develop professionally	E	CV/Interview
Accuracy in all work	E	CV/Interview

\*Essential or Desirable

\*\*Essential but may be achieved post-employment

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