


## Hazardous Waste Support Administrator

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<b>Creation Date:</b>	10/03/2022	<b>Next Review Date:</b>	10/03/2024

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### Job Description

<b>Department/location:</b>	Environmental Services North West
<b>Hours of work:</b>	Monday to Friday / 08:30 to 17:00
<b>Reports to:</b>	Operations 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 our Hazardous Waste Department, providing quotations to customers, providing a tele-sales function to support the efforts of the Technical Team and providing a full range of administrative support to the team.

### 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 Technical Team).
- 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.
- 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.

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### 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
Level 3 Business Admin (or equivalent)	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	Interview
Calm under pressure	E	Interview
Work well as part of a team	E	Interview
Strongly motivated to learn and develop professionally	E	Interview
Accuracy in all work	E	CV/Interview
Adaptable to new working environment	E	CV/Interview

\*Essential or Desirable

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

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