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**B&M Waste Services**

ROLE PROFILE: Service Administrator

**Main office:** Leeds  **Working hours:** 08:30 – 17:00

**Department:** Service  **Reporting Manager:** Senior Service Administrator

**Salary:** £22,000 per annum.

**The Company:**

Award-winning B&M Waste Services is a customer centric, forward thinking waste and recycling solutions provider operating across Cheshire and Merseyside, Greater Manchester, West Yorkshire and the West Midlands. Our award-winning, family run business is seeking a talented, hardworking and ambitious Service Administrator to help us grow our business.

The company's mission is to be the leading independent provider of commercial waste services in our chosen conurbations. Being a PAS2060 Carbon Neutral (Plus) company, we are committed to ensuring our recycling-led approach continuously evolves. Currently servicing in excess of 8,000 customers across the UK, we offer a total waste management solution for all types of businesses, varying in size from SMEs to large public sector and national blue-chip companies. To achieve this dynamic growth and exceptional customer service, we have a workforce who are responsive, customer focused and are Right First Time in their work.

**The Role**

To support the Operational team in all aspects of their administrative and operational duties. To ensure the accurate recording of data on AMCS and liaising between customers and drivers to ensure a high level of customer service is maintained.

**Responsibilities:**

* To liaise with operational personnel and ensure all systems are updated.
* To effectively manage the administration activities of the department.
* To develop positive relationships with customers.
* To minimise the number of invoice queries and investigate any credit requests made by customers.
* To ensure all data input is accurate and completed in a timely manner.
* To ensure all end of the month checks are completed prior to the monthly invoice run.

**General Responsibilities and Activities**

* To resolve all customer missed collection queries in a timely manner.
* To resolve all customer invoice queries in a timely manner.
* To ensure that all IT systems are effectively utilised and all data input is accurately recorded.
* To record all gains and losses on the depot progress spreadsheet.
* To ensure your emails are managed, dealt with and filed away in a timely manner.
* Ensure Helpdesks are clear or in progress at the end of each day.
* To update reception with any relevant service issues i.e. vehicle breakdowns.
* To keep key accounts updated with service issues for their specific customers.
* To ensure all missed customers are contacted with reason for missed collection and confirm their rescheduled day.
* To ensure all routes are in order and report non-compliance by drivers to the Service Administrator.
* To ensure delivery and collection tickets are managed daily, keeping customers updated of their delivery date and first collection date.
* Any reasonable task as may be required from time to time.

**The Ideal Candidate**

* Tenacious and resilient
* Diligent
* Team player
* Leader
* Able to work on own initiative

**Skills and Experience**

* Good administration skills
* Competent in the use of Microsoft applications
* Excellent customer service
* Good level of written and oral communication

**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 you must cooperate with us on Health and Safety matters.
* You will represent the company in a professional capacity at all times.