



Simply Waste Solutions

Job Description

Job Title	Service Controller
Department	Operations
Reporting to	Service Manager
Salary	Ranging from £23,000 to £26,000 PA
Location	Stanwell (West London) depot

Job Description / The Role	Responsible for managing the execution, direction, and coordination of a selected group of waste collection vehicles and drivers. This includes organising working schedules & routes, ensuring that vehicles are safe, meet legal requirements, and ensuring that drivers are aware of their duties.
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Key Responsibilities and Accountabilities:	<ul style="list-style-type: none"> • Ensuring all collections are completed in a timely manner • All missed collections are recovered within 24 hours of failure • Customers are notified of any service failure as soon as is practically possible normally via email notification • Ensuring customer requests are acted upon in a timely manner (additional collections, one off clearances, failed collections, and deliveries of containers) • Identification and rectification of repeated service issues • Reacting to ongoing daily issues to ensure service level in excess of 98% is attained • Preparing daily system generated driver's routes. • Daily supervision of driver workforce • Ensure that all drivers are given a thorough debriefing at the end of their daily shift and acting on any information identified. • Processing customer requests from initial order through to the invoicing stage. • Effective and continued improvement in routing of vehicles. • Economic application of vehicles to produce maximum productivity/revenue whilst still complying with current legislation • Assisting the Depot general manger to ensure full compliance with the Company's Operators Licence at all times. • Processing of all paperwork to enable accurate invoicing • Keep drivers records up to date. • Any other duties or tasks within your skill set and knowledge as requested by the general depot manager from time to time.
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Attitude and Behaviours:	<ul style="list-style-type: none"> • Proactive • Flexible • Willingness to go above and beyond • Positive attitude • Willingness to learn new skills • Reliable • Approachable • Able to stay calm under pressure • Able to think of side of the box • Entrepreneur mind-set and the ability to make lucrative decisions
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Performance Indicators:	<ul style="list-style-type: none"> • High Levels of accuracy in recording of data • Quality and success in providing an efficient and effective service by: • Ensuring that all calls/queries are responded to within a short timescale to a high standard. • All calls are answered within 3 rings. • All calls are answered in a helpful and professional way. • Query rectification and communication in a timely manner to customers • Ability to establish professional credibility at all levels. • Problem solving, practical approach: knowing and able to resolve issues to a good standard or knowing when to refer to manager. • Evidence of being a team player by being pro-active in showing support for colleagues and manager, e.g. training, absence cover etc. • Evidence of being self-motivated by undertaking relevant training and making suggestions for continuous improvement in systems and processes
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Skills, Experience and Qualifications:	<ul style="list-style-type: none"> • CPC National, or be willing to work towards gaining accreditation • Knowledge of the Waste Management Industry • Good knowledge of London and surrounding areas • Have an understanding of how waste collection vehicles operate and experience in logistics • Computer literate (Microsoft Office Suite knowledge required) • Ability to manage own workload effectively and efficiently. • Strong verbal and written communication skills that can be applied to a variety of scenarios; one to one with customers, driver and office colleagues • Organised with the ability to plan and prioritise tasks • Able to problem solve • Ability to keep to strict deadlines
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