

Simply Waste Solutions

Job Description

Job Title	Customer Representative
Department	The Hub
Reporting to	Customer Experience Manager
Salary	£19,800.00 per annum
Working Hours	42.5hrs P/W, 08:00-17:00
Location	High Wycombe

Job Description / The Role	Working within the Customer Experience team, the role is responsible for the delivery of excellent customer service at all times, taking service bookings, corresponding with contractors, service controllers and responding to customer queries. Developing relationships with internal and external customers and providing support to the senior staff members is an essential part of this role.
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Key Responsibilities and Accountabilities	<ul style="list-style-type: none"> • Answering phones and emails from customers, contractors and colleagues. • Processing all service bookings through to conclusion in line with customer SLA's. • Responding to all queries or requests in a timely manner and ensuring sufficient resolve. • Assisting the team and supervisors where required. • Liaising closely with contractors to resolve queries, identify any service failures and ensure the best level of service for customers. • Diligently maintaining customer records pertaining to sites, services and charges within Excel and Operating system. • Identifying areas for improvement in process and procedures. • Monitoring of systems pertaining to good practice and compliance. • Supporting the accounts department in resolving customer / contractor invoice queries. • Various other tasks as deemed relevant and necessary.
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Attitudes and Behaviours	<ul style="list-style-type: none"> • Proactive • Positive attitude • Willingness to learn new skills • Diligent • Reliable • Approachable • Able to stay calm under pressure • Tolerance of routine • Ability and willingness to follow instruction • Self-motivation • Punctual
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Performance Indicators	<ul style="list-style-type: none"> • Ensuring that all calls/queries/requests are responded to in a professional and helpful manner, within the required time frame. • Following up any queries or proactively letting the customer know the status of the query or request. • All inbound calls are answered within 3 rings. • Practical problem-solving approach and being able to resolve issues through to conclusion or knowing when to refer to manager. • Diligent recording of all data. • 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, Experiences and Qualifications	<ul style="list-style-type: none"> • Computer literate (Microsoft Office packages, e-mail). • Ability to manage own workload effectively and efficiently. • Ability to communicate effectively and professionally in writing, on a 1:1 basis and by phone with a range of people including management and customers. • Organised, able to plan and prioritise tasks. • Ability to problem solve. • Ability to keep to strict deadlines. • Ability and willingness to follow instruction.
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