

Technical Advisor

Overall purpose

The Technical Advisor is key to the delivery of Valpak's core business, compliance solutions. The role requires market awareness, the ability to learn quickly and to keep calm under pressure.

The TA is predominantly office based, working as part of a team of advisors as the initial point of contact for our members and other customers, providing the required level of response, in a professional and efficient manner. Some travel, both in the UK and further afield may be required for the role.

As part of the role, there will be the opportunity to get actively involved in a variety of projects and progress to account management and auditing. The TA will have 'hands on' customer contact experience, excellent customer focus and outstanding interpersonal skills. The TA will be positive, proactive and enthusiastic, have a sense of humour and enjoy working as part of a team.

Line manager

Contact Centre Manager

Key accountabilities

Responsibility	Objectives
Customer Service	<ul style="list-style-type: none">• Act as a first point of contact for all incoming member queries• Deliver advice and technical support to members• Develop a rapport with other departments within the business to ensure outstanding member service is delivered at all times
Promote Valpak's service offering	<ul style="list-style-type: none">• Be fully aware of and actively promote Valpak's service offering, identifying and sourcing leads and ensuring leads are handed over to the appropriate team/person• Handle calls from prospective members or other customers• Participate in member recruitment and retention campaigns• Participate and present at member workshops and seminars
Data Accuracy	<ul style="list-style-type: none">• Ensure all data submitted to Valpak by its members meets the required standard as stated in the current regulations, advising members appropriately in order that any inaccuracies are corrected• Process data forms and play a pivotal role in the data round process
Understanding of Packaging, WEEE and Batteries regulations	<ul style="list-style-type: none">• Develop a detailed knowledge of the data submission process and regulations
General administrative duties	<ul style="list-style-type: none">• Ensure accurate records of all member and non-member contact are maintained within Valpak's in-house systems• Perform general administrative duties, including overseeing reservations for events and the company's main email inbox

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Account Management	<ul style="list-style-type: none">• Actively participate in member training programmes• Personally manage a portfolio of member accounts to ensure that the appropriate level of service is provided• Play an active part in the retention of existing customers• Handle financial queries and provide cost forecasts
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Skills

- Ability to manage and prioritise own workload, and to multi-task
- Ability to pick up, retain and deliver technical and regulatory information
- IT Literate: Word, Excel, Powerpoint
- Strong communication and negotiation skills
- Polite and professional at all times
- Highly numerate and able to analyse complex information
- Customer focused with drive to provide the highest level of customer satisfaction
- Positive, proactive, enthusiastic and approachable
- Excellent interpersonal skills
- Flexibility and adaptability
- An interest or experience in environmental issues

Required experience

- Contact centre experience (in & outbound calls, email management and written communication)
- Experience in managing, dealing with and resolving calls
- Educated to Degree level or equivalent

Contact us

For more information please call 03450 682 572 or email careers@valpak.co.uk