

Customer Service Administrator

Line Manager

Logistics Team Leader

Overall Purpose

This is an exciting opportunity to play an important role in Valpak Recycling achieving its growth target. You will become an expert in how we move material from our customers' for recycling. This role encompasses a wide variety of tasks from sourcing new haulage providers to ensuring that the month end process is completed accurately in Valpak's in-house systems. You will communicate with a variety of different companies and individuals in the recycling sector and ensure that Valpak are seen as a competent and efficient provider of recycling services.

The successful candidate will be a highly organised, confident individual with strong administrative skills. You will enjoy communicating externally and internally with people of all levels and backgrounds and will therefore have excellent communication skills. You will be positive, proactive, enthusiastic and enjoy working in a team. An eye for detail is essential in checking the accuracy of paperwork and recording critical information.

Key accountabilities

Arranging collection of material from customer locations for delivery to End Markets and Stocking Sites.	Creating customer orders on the in-house computer system.
Maintaining internal processes and ensuring paperwork is completed in a timely and accurate manner.	Creating, raising, checking and processing sales & purchase invoices.
Ensuring export process is completed accurately, completing checks on paperwork and system work as required.	Accurate data entry onto in-house computer system.
Creating and maintaining of customer contracts on in-house computer system.	Sourcing new haulage companies.
Ensuring customer set-ups are completed within internal KPI targets.	General administration duties as necessary and when required.

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Experience, Skills

- Customer focused with drive to provide the highest level of customer satisfaction
- Self-reliant and able to work under pressure
- Strong organisational skills
- IT Literate: Word and Excel desirable
- Competency to multitask and prioritise
- Polite and professional at all times
- Positive, proactive, enthusiastic nature
- Excellent interpersonal skills
- Flexibility and adaptability
- The drive to learn and develop in an ever-changing company
- Recycling and environmental interest desirable

Qualifications

Educated to A Level