

# Customer Service Representative

## 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. This is a superb chance to begin a career in a growing and ever-changing industry.

## Key accountabilities

<p style="text-align: center;">Collections</p>	<ul style="list-style-type: none"> <li>• Arranging collections of material from customer locations via telephone and email</li> <li>• Creating customer orders on the in-house computer system</li> <li>• Ensuring a positive and efficient service at all stages of collections in line with KPI targets</li> <li>• Managing bookings for overseas export and ensuring paperwork is completed and recorded accurately</li> </ul>
<p style="text-align: center;">Reporting/Data Entry</p>	<ul style="list-style-type: none"> <li>• Creating pricing letters, collection statements and month end reports for customers</li> <li>• Creating and maintaining customer contracts on in-house systems</li> <li>• Maintaining accurate stock records at stocking locations, resolving any discrepancies where necessary</li> <li>• Sales and purchase invoice processing</li> <li>• Other general administration duties as required</li> </ul>
<p style="text-align: center;">Assisting the Account Management Team</p>	<ul style="list-style-type: none"> <li>• Assisting with sourcing quotes for new services</li> <li>• Attending customer and contractor site visits (COVID restrictions permitting)</li> <li>• Ensuring customer set-ups are completed within internal KPI targets</li> </ul>

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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 minimum of A-Level standard or equivalent