

Environmental Compliance Advisor

Overall purpose

The Environmental Compliance Advisor role is key to the delivery of Valpak’s core business, compliance solutions, and sits at the heart of the business. The role presents opportunities for the individual to be involved in cross-departmental work and gain knowledge in other areas of the business, allowing the individual to expand and develop their skill sets.

The advisor role will involve 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. Travel to customer meetings and external events is encouraged within the role.

As part of the role, there will be the opportunity to get actively involved in a variety of projects, based on business needs. The advisor will have ‘hands on’ customer contact experience, have excellent customer focus and outstanding interpersonal skills. The advisor 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 regulatory queries Deliver advice and technical support to members Develop a rapport with other departments within the business to ensure outstanding member service is delivered Provide excellent customer service at all times
Promote Valpak’s service offering and develop industry knowledge	<ul style="list-style-type: none"> Be fully aware of and actively promote Valpak’s service offering, liaising with relevant departments as appropriate to find the best solution for the customer Confidently handle calls from prospective members or other customers 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 Process data forms and play a pivotal role in the data round process
Understanding of regulations	<ul style="list-style-type: none"> Develop a detailed knowledge of the data submission process and producer responsibility regulations, with the option to further specialise and hone knowledge in particular areas of interest
Account Management	<ul style="list-style-type: none"> Personally manage a portfolio of member accounts to ensure that the appropriate level of service is provided

Account Management cont.

- Play an active part in the retention of existing customers, identifying opportunities for Valpak to further support customers
- Develop a wider understanding of the market and industry, in order to support member queries

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

- Customer service experience
- Educated to a Degree level or equivalent

Contact us

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