



Customer Service Administrator

North Yorkshire

£-Attractive

My client is a well-established environmental consultancy currently on the journey to become B Corp certified with a passion for being a business for good and placing equal importance on planet, people and profit. A fantastic opportunity has arisen for an outgoing, intelligent, confident and enthusiastic person to work as a Customer Service Administrator, in a dynamic, growing company which exists to lead, inspire and educate to positively impact the environment and society. Your role will be an integral part of the compliance team delivering a high level of customer service to existing customers (in line with the customer service policy) and ensuring a positive retention record is maintained. Carrying out various administrative tasks in line with internal processes and procedures and supporting the sales team in the achievement of company growth targets by offering technical input with the securing of new business and ensuring opportunities are optimised within the existing customer database. Your key responsibilities will include but not be limited to; Account manage and build relationships with existing customers; Arrange and oversee delivery of waste collections (e.g. electrical equipment, batteries, packaging waste); Admin tasks associated with the above; Assistance in preparing/delivering webinars; Ensure content of assigned processes are relevant and up to date as well as being efficient and effective; Provide legislative support to existing and prospect customers; Undertake compliance reviews with customers (some at the customer's site); Customer data verification. In order to be considered for this role you will be proficient with Microsoft Office and have a logical and methodical approach with an eye for detail. You will have strong communication skills and the ability to prioritise, multi-task and manage time effectively. At the very least you need to be outgoing and confident speaking with customers with a strong focus on customer service and find building strong relationships easy. Previous experience in a customer facing role is preferred. You will work well in a team with a 'muck in' approach being flexible and highly resilient, being committed to growing with the business through a period of transformational change. You must have a strong work ethic working well under pressure with excellent organisational skills and the ability to meet deadlines. A UK driving license will be required in order to carry out on-site customer visits.

For full details, please email a copy of your CV to
Rebecca@candovergreen.com quoting job ref: RB2577

