



## Environmental Customer Support

North Yorkshire

£-Attractive

I am working with a well-established Environmental Consultancy who has a new and exciting opportunity for an addition to their team based in North Yorkshire. Your role will be the face of the packaging 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 and opportunities are maximised and to build strong relationships with customers through the understanding of their needs and requirements and support with their packaging data and legislative obligations. Some of your responsibilities will include but not limited to; Account manage and build relationships with existing customers; Help customers understand their obligations and provide a response to their queries; Ensure receipt of packaging data submissions from customers in line with deadlines; Data verification checks; 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/audits with customers (both onsite and desktop). In order to be considered for this role you will be proficient with Microsoft Office with a specific focus on Excel, 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 customer focused outlook and find building strong relationships easy. Previous experience in a customer facing role is advantageous. 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 and administrative 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](mailto:Rebecca@candovergreen.com) quoting job ref: RB2583**

