



Compliance Customer Support North Yorkshire

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A fantastic opportunity has arisen for a customer focused person to join a dynamic, growing team in a Compliance Customer Support role based in North Yorkshire. Your role will be the face of the WEEE & Batteries 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, to understand the needs and requirements of compliance customers and to ensure that both they and the company are meeting their combined legislative obligations. Some of your key responsibilities will be but not limited to; Be the first point of contact for WEEE and Batteries compliance members, providing technical support as required in line with their individual needs; Data checking and verification; Monitoring and managing shared mailboxes; Taking ownership of arranging waste electrical collections, working with approved partners to ensure the best outcome for the customer and the company; Various admin support tasks; Conduct member audits both at the member site and desktop; Providing content for marketing and sales documents; Identify and promote cross-selling opportunities with existing members; Support the sales team in the achievement of company growth targets by offering technical input with the securing of new business; Proactively identify areas for improving efficiency of company operations and contribute to the continuous improvement of company processes; Active contribution to achievement of company objectives and key results (OKRs); Assistance in preparing/delivering webinars alongside the Solutions and Marketing team; Maintain a good understanding of the current WEEE & Batteries regulations and guidance, as well as regulatory change and contribute to the company's preparedness and implantation for change. In order to be considered for this role you will have a customer-focused outlook and an eye for detail. You will be proficient with Microsoft Office with a specific focus on Excel and have a logical and methodical approach. You will have strong communication skills and the ability to prioritise, being able to confidently handle multiple tasks at once, and manage time effectively. You will need to be confident speaking with customers and find building strong relationships easy. 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. Previous experience in a customer facing role would be an advantage.

For full details, please email a copy of your CV to rebecca@Candovergreen.com quoting job ref: RB2620

