



## **Environmental Customer Support** **North Yorkshire**

**£22k +bonus**

I am working with a well-established environmental consultancy who have an exciting position for an Environmental Customer Support based at their offices in Yorkshire. You will be the face 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 and opportunities are maximised. 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 role responsibilities will be 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 the 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. You will have a strong desire to work for a business for good and will be 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: RB2625**

