

## Vacancy: Customer Service Representative

**Department:** Customer Service

### Summary

Reconomy is the UK's market leader in outsourced waste management and recycling services. We pride ourselves on our unique service offering which distinguishes us from our competitors; we know that this is possible because we put people first. Due to our continued success and new contracts we are on the lookout for like-minded people to join our team who want to contribute to our innovative company through their unique talents and insights.

Due to internal promotion we are now looking to recruit a Customer Service Representative based at the Reconomy offices in Telford. Reporting to the Customer Service Team Leader, this position will be responsible for delivering first class Customer Service to our Customers and Transport divisions within the Customer Service team. The successful candidate will be responsible for handling customer enquiries relating to our Company's products and services and to convert enquiries into orders so that sales are increased.

### Duties

- To receive customer enquiries for the Company's products and services and convert into bookings so that sales are increased to meet the Customer Services departmental targets.
- To record, update and maintain customer data and customer interaction on the Company's bespoke system in accordance with notified departmental processes and procedures in order that an accurate customer database is available.
- To proactively identify sales opportunities when speaking to customers and recommend suitable Company products and services so that sales are increased to meet departmental targets.
- Deliverance of excellent customer service with internal and external customers to ensure that Reconomy's Vision, Mission and Values are met.
- To achieve the departmental KPI's including volume of calls and quality of service.
- To resolve customer queries and complaints regarding chasing, non-deliverance of timed service, non-removal and wasted journeys in accordance with departmental procedures so that customers' satisfaction with the Company's service is maintained and customers are retained.
- To refer customer queries and complaints other than chasing, non-deliverance of timed service, non-removal and wasted journeys to the relevant Account Coordinator so that they can be resolved to the customer's satisfaction and in line with departmental procedures.
- To establish a working relationship with the designated customers and internal or external business contacts so that interaction with customers is effective, business is increased and customers are retained to meet departmental targets.

### Skills and Experience

- Previous experience of dealing with customers either face to face or on the phone.
- Experience of working within waste would be ideal.
- Excellent communication skills and telephone manner.
- Fully conversant with Microsoft Office.
- Experience within a fast paced demanding call centre environment
- GCSE or equivalent Maths and English.

**Salary:** Attractive, dependent on experience

**Contract Type:** Permanent or temporary, full time

**Application:** To apply for this position, please submit your CV and covering letter (with salary expectations) to Tig Lockton preferably via email – [recruitment@reconomy.com](mailto:recruitment@reconomy.com)

