

Customer Service Advisor - Job Description

Site Solutions UK provides waste management and ancillary site services to contractors across the UK. Customers come to us to provide them with skips and site accommodation when they need it, where they need. We then organise our customers' requirements using our UK-wide network of specialist sub-contractors.

Site Solutions UK is an established business under new management which is currently growing with plans to quadruple in size in the next 5 years. Due to these ambitious plans there is a need to employ someone to manage customers and assist with the efficient running of the business systems. The ideal candidate will be confident in dealing with customers and their issues on the phone and have an eye for detail in managing the processes within the business. Site Solutions' strength is our attention to detail in meeting customers' needs and expectations.

Job overview:

It is envisaged that this will be a full-time role in which you will have the opportunity to grow with the business. There will be some flexibility in working patterns but most of the business activity takes place between 8am and 5pm Monday to Friday. The role will be based at the companies office at the Wyche Innovation Centre, near Malvern. Support will be provided by Tom Jarratt, Director of Site Solutions UK. It is expected that there will be some lone working in the office, but there will always be phone support from the Director throughout the week.

Basic tasks:

- Handling customer orders and enquiries by phone and email.
- Accurate recording and updating of customer orders and status on a cloud-based system (Zoho)

- Organising customers' requirements with sub-contractors by phone and email.
- Dealing with service issues as and when they arise.
- Inputting incoming invoices onto a database and checking these against orders placed.
- Liaising with the Site Solutions owners with respect to invoicing.

Person specification: The ideal candidate will be polite and friendly with a good telephone manner. Customer service is paramount and the ability to deal with things calmly and politely when they go wrong is vital – the ability to problem solve and think laterally is sometimes required! Attention to detail in cross checking information and the ability to accurately record data are also important. No specialist knowledge of the waste industry is required but a reasonable understanding of the construction industry would be advantageous. Good IT skills would be required, but full training will be provided to the successful candidate.

Pay: £10.00 per hour.