

Vacancy: Account Coordinator

Department: Customer Service Team

Summary

Reconomy is the UK's market leader in outsourced waste management and recycling services. Our ability to optimise practical and efficient solutions on site is a unique service offering that distinguishes us from our competitors. We put people first, whether they're our employees, shareholders, or customers. We are looking for individuals who share our people-first philosophy and can help us continually innovate and grow through their insights, innovation and unique talents.

We are looking to recruit an Account Coordinator based at the Reconomy offices in Telford. Reporting to the Customer Service Team Leader, this position will be responsible for resolving any issues with designated customer accounts and to maintain a strong relationship with key contacts so that customers are retained.

Duties

- To receive customer enquiries for the Company's products and services and convert into bookings.
- To record, update and maintain customer data and customer interaction on the Company's bespoke system.
- To proactively identify sales opportunities when speaking to customers.
- To resolve customer queries and complaints so that customers' satisfaction with the Company's service is maintained and customers are retained.
- To establish a working relationship with the designated customers and business contacts so that interaction with customers is effective.
- To raise quotations for products and services.
- To accurately process and complete Purchase Orders.
- To record, monitor and review Credit Limits, Invoice queries, Site Value and Expenditure of accounts so that the account does not exceed its financial limits and values as determined in the Service Level Agreement.

Skills and Experience

- Previous experience of coordinating customers' accounts with a heavy workload
- Experience of working within waste/construction sector would be advantageous
- Excellent communication skills and telephone manner
- Fully conversant with Microsoft Office
- Experience within a fast paced demanding call center environment
- GCSE or equivalent Maths and English
- Organised, methodical and logical approach to work

Salary: Attractive, dependent on experience

Contract Type: Permanent

Application: To apply for this position, please submit your CV and covering letter (with salary expectations) to Nicole Harris preferably via email – recruitment@reconomy.com

