

Vacancy: Account Coordinator

Summary

We have exciting opportunities for enthusiastic individuals to join our customer service teams as an Account Coordinator. Reporting to the Customer Service Team Leader, the 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

- Receive customer enquiries for the Company's products and services and convert into bookings.
- Record, update and maintain customer data and customer interaction on the Company's bespoke system.
- Proactively identify sales opportunities when speaking to customers.
- Resolve customer queries and complaints so that customers' satisfaction with the Company's service is maintained and customers are retained.
- Establish a working relationship with the designated customers and business contacts so that interaction with customers is effective.
- Raise quotations for products and services.
- Accurately process and complete Purchase Orders.
- 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.

Ideal Person

Key behaviours for success at Reconomy:

- Hungry for success
- Teamwork
- Customer centric
- Results focused

Skills and Experience

- 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 environment.
- GCSE C grade Maths and English or equivalent.
- Organised, methodical and logical approach to work.

Salary: Competitive

Contract Type: Permanent, full time.

Application: To apply for this position, please submit your CV and covering letter to the Head Office Recruitment Team preferably via email – recruitment@reconomy.com

