

# POSITION - PERMANENT

## | CUSTOMER SERVICE REPRESENTATIVE |

JOB TITLE	DEPARTMENT/DIVISION	JOB REF	CLOSING DATE
Customer Service Representative	Reconomy (UK) Limited, Customer Service Team	CSR	
Summary	<p>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.</p> <p>We are now looking for a Customer Service Representative to be based at the Reconomy offices in Telford. The successful candidate will be responsible for delivering first class Customer Service to our Customers and Transport divisions, handling customer enquiries relating to our Company's products and services and converting enquiries into orders so that sales are increased.</p>		
Duties	<ul style="list-style-type: none"> <li>To record, update and maintain customer data and customer interaction on the Company's bespoke system.</li> <li>To recommend suitable Company products and services so that sales are increased.</li> <li>To resolve customer queries and complaints regarding chasing, non-deliverance of timed service, non-removal and wasted journeys.</li> <li>To refer customer queries and complaints other than chasing, non-deliverance of timed service, non-removal and wasted journeys to the relevant Account Coordinator.</li> <li>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.</li> <li>To ensure that movements are booked in accordance with Company procedure.</li> </ul>		
Skills and Experience	<ul style="list-style-type: none"> <li>Previous experience of dealing with customers either face to face or on the phone.</li> <li>Experience of working within waste/construction would be ideal.</li> <li>Excellent communication skills and telephone manner.</li> <li>Fully conversant with Microsoft Office.</li> <li>Experience within a fast paced demanding call center environment</li> <li>GCSE or equivalent Maths and English.</li> </ul>		
Salary	Attractive, dependent on experience		
Contract Type	Permanent, full time		
Contact	To apply for this position, please submit your CV and covering letter to Tig Lockton preferably via email – <a href="mailto:recruitment@reconomy.com">recruitment@reconomy.com</a> before the closing date.		