

## Vacancy: Customer Service Opportunities

### Who Are Reconomy?

Shropshire's 2017 Company of the Year are looking for people who share passion for success and thrive when working in a fun, friendly and fast paced environment. To see this in action, please click the following link [https://www.youtube.com/watch?v=xzx\\_y9SmYHQ](https://www.youtube.com/watch?v=xzx_y9SmYHQ)

From our energetic Telford based call centre we service an array of customers across the UK from National Trust to Travelodge, improving sustainability and efficiency with our waste management solutions.

Throughout the year we have opportunities for a number of customer service professionals to join the team. The successful group of applicants will develop skills and knowledge in different areas of the business before moving into specified departments.

### Duties

- Manage customer enquiries and maintain interaction on the CRM system.
- Proactively identify sales opportunities when speaking to customers.
- Develop solid relationships with customers and key contacts to ensure customer satisfaction.
- Ensuring accuracy when monitoring customers credit limits and creating quotations.

### Ideal Person

Key behaviours and skills for success at Reconomy:

- Hungry for success, should that be developing your career or the success of your team.
- Teamwork, always helping colleagues whether they are sat next to you or in another department.
- Customer centric, strive for continually great customer service, internally and externally.
- Results focused, through satisfied customers or achieving KPI's.
- Organised and a proactive approach to a workload.
- Enjoy finding a way to solve a problem.
- GCSE C grade Maths and English or equivalent.

We offer a competitive salary, life assurance, 3% matched pension, annual leave increased with length of service and time off for volunteering.

Most importantly if you would relish the chance to be a part of an ambitious, growing company that holds a summer party for employees, their friends and family each year and does their bit for the environment then this is the opportunity for you.

**Contract Type:** Permanent, full time.

**Application:** We are seeking applications for our January 2019 start date. If you're ready for a challenge in the new year and want to progress your career with the UK's leading outsourced waste management provider, then get your application in now!

To apply, please submit your CV and covering letter to the Head Office Recruitment Team preferably via email – [recruitment@reconomy.com](mailto:recruitment@reconomy.com)

