

## Customer Service Advisor

Responding to incoming phone calls during the working week, Monday to Friday and 1 in 3 Saturday mornings, this role is telephone based (about 95%) with customers calling in to place orders, chase up deliveries, etc. You will be responsible for taking skip hire orders from a diverse client base of existing and new clients. This position will see you working in a fast – paced environment in a lively office with full training provided.

The right candidate needs to be self-motivated and extremely organised, can work in a loud, busy environment and is competent with their knowledge of Oxfordshire Towns and the surrounding area.

### Key responsibilities:

- Answering incoming calls to the department.
- Identifying customer needs.
- Providing information and advice to customers on products and services.
- Ensuring high levels of customer satisfaction through excellent customer service.
- Cultivating relationships from initial enquiry to conclusion.
- Follow up on customer enquiries to maximise sales.
- Weighbridge cover shared with the team (Full training will be provided).

### Skills required:

- Excellent telephone manner and communication skills.
- Experience in customer service.
- Close attention to detail when using CRM systems.
- Good IT skills.
- Excellent organisational skills and the ability to manage own workload.
- Ability to work from a price list relating to size of skips, distance and waste types.
- Ability to work to tight deadlines and cope under pressure.
- Disciplined and enthusiastic, self-driven and motivated.
- Apply high quality standards to all tasks in hand.
- Work co-operatively with others to achieve a common goal.

At M&M Waste Solutions we are committed to attracting, developing and retaining the right people and our workforce is our most important resource.

With significant ongoing investment into our business and the continued development of our people M&M Waste Solutions is continually building for the future.

### Development and Benefits:

- Generous holiday entitlement
- Personal Pension plan
- Staff Discount Scheme
- Training
- Full PPE & uniform supplied to all staff as required
- Continuous Personal Development



**RECYCLING MADE EASY**



Confidentiality Assured – M&M Skip Hire Ltd is an equal opportunities employer - no terminology in this advert is intended to discriminate on the grounds of a person's gender, marital status, race, religion, colour, age, disability or sexual orientation. Every candidate will be assessed only in accordance with their merits, qualifications and abilities to perform the duties of the job.

Personal data provided to M&M Skip Hire Ltd is held in accordance with the provisions of the GDPR and related UK data protection legislation. The personal data you provide in your application, and as part of the recruitment process, will only be held and processed for the selection of this role. Your personal data relating to the application will be held for 3 months after which time all details will be destroyed.

Expected start date: 01/09/23

Job Types: Full-time, Permanent

Salary: £23,000.00 to £25,000 per year based on experience