

Job Description: Customer Services Co-ordinator (Band 2)

Job Title: Customer Services Co-ordinator Name:		Contractual Hours: 37.5hrs (Mon to Fri, 9am-5pm) Salary: £22,425
Department / Team: EMERGE Recycling	Reports to: Business Director	Responsible for / Budget Accountability: Staff: No direct reports Budget: Cost Saving Target
Overall Purpose of the Job:	Account management and delivery of excellent customer care, scheduling and resource management; In close liaison with Ops Supervisor, maintenance of all customer, waste and fleet records. Co-ordination of the activities of colleagues across Recycling (over whom the job holder has no direct authority).	
Key Accountabilities	Activities / Outputs / Deliverables	KPIs / Objectives
1. To receive manager briefings on projects / required outputs, prepare plans to achieve these, deliver to those plans, create, and maintain records of activity and regularly report to manager on progress / performance.	<ul style="list-style-type: none"> ▪ Account Management; review and recommend service level and tariff based on profitability, proactively alert Credit Control team to any potential late payments/ debt accruals; identify upselling/cross selling opportunities. 	<ul style="list-style-type: none"> ▪ Efficient and cost effective use of resources. ▪ Round optimisation including mileage.
2. To work collaboratively with colleagues across the organisation to deliver business-wide objectives.	<ul style="list-style-type: none"> ▪ In conjunction with the Ops Supervisor, produce achievable daily collection schedules, allocate drivers, resources and vehicles to collection rounds and ensure all collections are completed in line with agreed service levels. 	<ul style="list-style-type: none"> ▪ Staff rota and absences. ▪ Exception reporting and trend analysis.
3. To manage own time, workload, and that of team members where appropriate to deliver high quality outputs and results.	<ul style="list-style-type: none"> ▪ Administer the company's Vehicle Management System (VMS) including maintaining the planner and fleet records; compile daily check sheets, update defect register, tracking and booking MOTs/PMIs. ▪ Develop and manage the NCWRP (National Community Wood Recycling Project) relationship by working closely with the national sales team. ▪ Ensure operational personnel have all resources required to carry out collections (bags, bins, PPE). ▪ Maintain all waste records and book outbound bulk 	<ul style="list-style-type: none"> ▪ Ensure all vehicles are safe and compliant on a daily basis. Proactive management of VMS including regular reviews of vehicle maintenance such that all vehicles remain constantly roadworthy and in excellent condition. ▪ Ensure adequate stock of all consumables and all collection teams are fully equipped. Budgetary savings re bins and bags (bulk ordering) – target tbc ▪ 100% accurate record-keeping

	materials collections from site.	
Key Accountabilities	Activities / Outputs / Deliverables	KPIs / Objectives
<p>4. To recruit, engage, build, and develop effective working relationships with customers/colleagues/ stakeholders.</p> <p>5. To advise and support new and existing customers / colleagues / stakeholders in on-boarding / maximising their utilisation of our services, helping them secure both quality and added value whilst meeting the commercial and/or service targets for EMERGE</p>	<ul style="list-style-type: none"> ▪ Ensure the delivery of a consistently high level of customer care for EMERGE Recycling by overseeing and supporting contact with all customers. ▪ Co-ordinate the day to day running of EMERGE's Customer Care Systems ensuring customer requests are dealt with in a timely and professional manner. ▪ Proactively upselling to existing customers, reactivating hibernating customers and supporting sales to new customers. Processing customer orders. ▪ Resolve any day to day issues arising from collections (including complaints) by liaising with the Ops Supervisor, and ensuring effective communications with all parties are consistently maintained. 	<ul style="list-style-type: none"> ▪ Maintain or exceed 95% Customer Satisfaction (periodically measured by surveying) ▪ Respond to customer requests within 2 working days of receipt. ▪ Targets for the following: <ul style="list-style-type: none"> ➢ Upselling (value) ➢ Reactivation Target (profitability) ➢ New Customer Target (value) ▪ Remedial actions including colleague performance feedback to relevant line manager.
6. To promote and represent the vision and aims of EMERGE to a range of external audiences.	<ul style="list-style-type: none"> ▪ Be a 'Customer Champion' providing focussed feedback, reports and statistics to the Management Team; lead improving the customer experience. 	Deliver timely and accurate reports in accordance with ISO9001:2015 Quality Policy and Objectives.
7. To gather, assimilate and analyse data to create regular and/or ad hoc reports for customers/ colleagues/ stakeholders. To use those reports to direct the delivery of activities and outputs.	<ul style="list-style-type: none"> ▪ Carry out all end of month reporting, analyse data and deliver remedial actions. ▪ Exception Reporting. ▪ Identify and implement reporting required for improvement of Customer Service and profitability. 	Profitability level. Error checking and correction. Identifying and correcting non-conformities with the Quality Management System (QMS). Compliance checks including reports to statutory bodies.
8. To promote EMERGE's commitment to Equality, Diversity and Inclusion	<ul style="list-style-type: none"> ▪ Assess and respond appropriately to customers, taking account of cultural sensitivity and inclusion 	

Person Specification

Knowledge and Skills	Role Specifics	Essential	Desirable	Application Form	At Interview
Communication Skills written, verbal	Excellent verbal skills required, particularly over the phone. High standard of written communication.	✓		✓	✓
Numeracy	Data entry and manipulation of Excel spreadsheets.	✓		✓	✓
Qualifications - Driving Licence	<i>Clean Driving Licence and access to own transport</i>		✓	✓	
Operational Management Prioritisation / Time Management / Using computers and office resources / Taking personal responsibility / Project Management skills, eg: planning, monitoring progress etc	Excellent organisational skills and able to plan their own work and that of others. Project management of customer care improvements.	✓		✓	✓
Contextual Knowledge Knowledge of processes, standards, policies, procedures, services and products for EMERGE Recycling / FareShareGM / Touch Wood. Maintain and update personal knowledge of the wider industry, its market forces, and the specifics of own role.	Adhere to all EMERGE Group policies and procedures and act in accordance with the Data Protection Act.	✓		✓	✓
	Understanding of and commitment to the 3Rs of waste Reduction, Reuse and Recycling.	✓	✓	✓	✓
	Knowledge of waste management procedures in the workplace.	✓		✓	✓
	Interest and knowledge of logistics, vehicle management and collection-route scheduling.	✓		✓	✓
	Working knowledge of GM/NW	✓		✓	✓
Fully conversant with Microsoft Office packages [Word, Outlook, Excel, Powerpoint, Databases]	Use of databases include SAGE or equivalent, manipulating and cross referencing datasets from multiple sources inc tracker information in Excel.	✓		✓	✓

Attributes	Role Specifics	Essential	Desirable	Application Form	At Interview
<p>Professional Behaviour (impact, energy, personal presentation and organisation, motivation, a 'can do' attitude, works under pressure effectively, adopts confidentiality, shows commitment to EMERGE values.) Works independently / on own initiative.</p>	<p>Contributes to the motivation of the driver pool, maintenance of staff morale</p>	<p>✓</p>		<p>✓</p>	<p>✓</p>
<p>Applying Customer / Commercially Led thinking Putting the Customer First (addressing challenges, owning problems, and delivering solutions. Applying judgement, objectivity, and decisiveness. Demonstrating tenacity and resilience. Striving for Continuous Improvement in personal / team performance).</p>	<p>A high level of customer care ability and service delivery skills with proven experience of resolving customer issues satisfactorily.</p> <p>Willingness to learn new skills, taking on challenges and undertake relevant training.</p>	<p>✓</p>		<p>✓</p>	<p>✓</p>
<p>People Skills / Teamwork (clear, articulate communicator, able to develop and consolidate strong, collaborative, and productive relationships with colleagues, customers, and stakeholders. Able to get things done with / through other people. Escalating issues / concerns to managers appropriately. Confident and assertive.)</p>	<p>Lead weekly team meetings in partnership with the Ops Supervisor, establish and lead monthly team meetings with finance and credit control optimise regular and timely payments, minimise/eradicate debt.</p> <p>Proven ability to supervise staff (over whom the job holder has no direct authority) motivating and securing positive outcomes in a firm but fair way including organising rotas and supervising performance.</p>	<p>✓</p>		<p>✓</p>	<p>✓</p>
<p>Analytical Thinking (assimilating and analysing data, evaluating data, and applying judgement and experience to use data in decision making.)</p>	<p>Proven capability and experience.</p>	<p>✓</p>		<p>✓</p>	<p>✓</p>