


## JOB DESCRIPTION

<b>Position/title</b>	<b>Commercial Administrator</b>	
<b>Department</b>	Commercial & Planning	
<b>Location</b>	Station Road, Blackrod, Bolton	
<b>Hours</b>	37.5 hours per week, Monday to Friday (shifts between 7.00am and 5.30pm, on a rota basis with other members of the team. Infrequent Saturday morning cover may be required with notice.	
<b>Job Banding</b>	Band 2	
<b>Reports to</b>	Strategic Waste Account Manager	
<b>Other Key Relationships</b>	Managing Director Operations Director Waste, Commodities & Planning Manager Commercial & Planning Teams Transport Manager	Drivers Customers & Suppliers Yard Supervisors Operations Manager Finance Team
<b>General Summary</b>	To provide an efficient and effective customer service and administration support service for the Commercial & Planning teams.	
<b>Core Responsibilities</b>	<ul style="list-style-type: none"> <li>• Provide a comprehensive administration service to support the Strategic Waste Account Manager, Waste Accounts Managers, and Planning team.</li> <li>• Carry out any required administrative duties accurately and efficiently, according to instruction and within the desired timescales.</li> <li>• Provide effective administration and telephone support for the Waste Account Managers when they are out of the office on customer visits/prospecting.</li> <li>• Respond to incoming customer enquiries via telephone, email, and website submissions.</li> <li>• Monitor and manage the WAM and Sales email inboxes, ensuring all enquiries are dealt with in a timely manner.</li> <li>• Accurately relay relevant customer and supplier messages to the Waste Account Managers and Planning team in a timely manner.</li> <li>• Monitor and identify any slow moving accounts, taking action alongside the Waste Account Managers to ensure this is highlighted to the relevant customers.</li> <li>• Be first point of contact for reception, dealing with all deliveries, visitors and enquiries in a professional and friendly manner.</li> <li>• Provide prompt and accurate assistance to our customers, addressing their needs and resolving any issues and/or account queries.</li> <li>• Ensure high-quality communication with customers across various channels, ensuring clarity, empathy and professionalism.</li> <li>• Collaborate with internal teams to ensure smooth and efficient delivery of products and services to customers.</li> <li>• Monitor online bookings, passing full details over to the appropriate team member in a timely manner.</li> <li>• Support the Waste Account Managers with drafting and processing quotes and proposals.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Input data gathered from the Waste Account Managers into CRM and manage progress of leads.</li> <li>• Develop and maintain a broad knowledge of the full range of our company's services.</li> <li>• Maintain high levels of customer service and professionalism.</li> <li>• Handle customer complaints and queries effectively</li> <li>• Record customer information accurately in the database.</li> <li>• Collaborate with team members to achieve optimum results for the company.</li> <li>• Ensure the office is kept clean and tidy and is presented in a professional manner.</li> <li>• Promote the business by ensuring that all activities are always 100% customer focused.</li> <li>• Any other duties commensurate with the role, as requested by the Strategic Waste Account Manager, Waste, Commodities &amp; Planning Manager and/or Operations Director.</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>• All individuals have a responsibility, under the Health and Safety at Work Act (1974) and any subsequent regulations, to ensure that the Company's health and safety policies and procedures are complied with to maintain a safe environment for our employees, customers, and site visitors.</li> <li>• Challenge staff and site visitors who do not follow the site safety procedures.</li> <li>• Assist in maintaining the health, safety, and welfare of people (including yourself)</li> <li>• Follow the Company guidelines in reporting faulty or defective equipment.</li> <li>• Ensure all staff, customers and visitors are wearing the appropriate PPE.</li> <li>• Report any risks or near misses to the Health, Safety &amp; Compliance Manager.</li> </ul>
<b>Personal and Professional Development</b>	<ul style="list-style-type: none"> <li>• Undertake any necessary activities to ensure that your own professional qualifications are maintained.</li> <li>• Ensure ongoing personal and professional development by participating in performance reviews as requested.</li> <li>• Identify and undertake activities to develop knowledge, skills and understanding where any gaps have been identified.</li> </ul>
<b>Confidentiality and GDPR</b>	<ul style="list-style-type: none"> <li>• All staff must maintain the confidentiality of information about the Company, employees, or our customers in accordance with the Data Protection Act 2018.</li> <li>• Individuals must not, without prior consent disclose any information relating to the Company, employees, or our customers.</li> </ul>
<b>Governance</b>	<ul style="list-style-type: none"> <li>• Support the Company to work within the specific regulations such as governance and frameworks for the industry.</li> </ul>
<b>Policies and Procedures</b>	<ul style="list-style-type: none"> <li>• All employees and site visitors are required to comply with the policies and procedures in place at J. Dickinson &amp; Sons (Horwich Ltd), without exception.</li> </ul>
<b>Company Values</b>	

PERSON SPECIFICATION		
	ESSENTIAL	DESIRABLE
<b>QUALIFICATIONS</b>	Good standard of education, including GCSE or equivalent in English and Maths	
<b>EXPERIENCE &amp; KNOWLEDGE</b>	Previous experience working in a sales support environment Experience of working to targets and deadlines	Experience working within the recycling, waste, or comparable plant industries
<b>SKILLS &amp; ABILITIES</b>	<p>Good organisational skills, with the ability to prioritise own workload</p> <p>Ability to work effectively, and to meet deadlines, in a fast-paced, high volume operation</p> <p>Excellent verbal and written communication skills with the ability to build excellent working relationships, both internally and externally</p> <p>Able to work proactively, and on own initiative</p> <p>Good numeracy, literacy and IT skills</p> <p>Customer-focused with a good manner, both in-person and on the telephone</p> <p>A willingness to adapt and develop skillsets and knowledge</p> <p>Ability to work collaboratively with other areas of the business to maximise productivity</p> <p>Proficient in the use of Microsoft Office</p> <p>Excellent customer service skills, with the drive to exceed customer expectations</p> <p>Strong attention to detail and accuracy</p> <p>Able to react quickly and positively to instruction from management</p> <p>Able to work appropriately with confidential information</p>	
<b>OTHER</b>	<p>Well presented with a confident and professional manner</p> <p>Demonstrates commitment to own learning and development</p> <p>Works with integrity and honours commitment</p> <p>Relentlessly pursues the highest standards of performance required to deliver the best results for the company</p> <p>Reliable, punctual and good levels of attendance</p> <p>Positive attitude to change and the need for flexibility in planning and behaviours</p> <p>A commitment to the values of J. Dickinson &amp; Sons</p>	