



Position description

Position title	Customer Service Officer – Trade Waste
Group / Branch	Service Delivery / Treatment & Recovery Services
Reports to (Title)	Customer Service Co-ordinator
Competency level	Individual Contributor

Job Purpose

The Customer Service Officer – Trade Waste is a key point of contact for the business's trade waste customers and will also provide efficient and effective support services to Trade Waste staff.

Key Accountabilities

The Customer Service Officer – Trade Waste will be required to carry out some or all of the following tasks:

- Process trade waste applications in a timely manner in accordance with our Customer Charter Process
- Follow up new occupiers of commercial and industrial facilities
- Make / receive phone calls providing some technical advice and guidance in relation to Trade Waste regulatory compliance, including 'Wastelog' operations
- Update works schedule for inspections and various follow ups
- Add and remove encumbrances from the billing database
- Compile documents for scanning and audit results upon upload / entry
- Other responsibilities as required in order to meet the needs of the team and the business

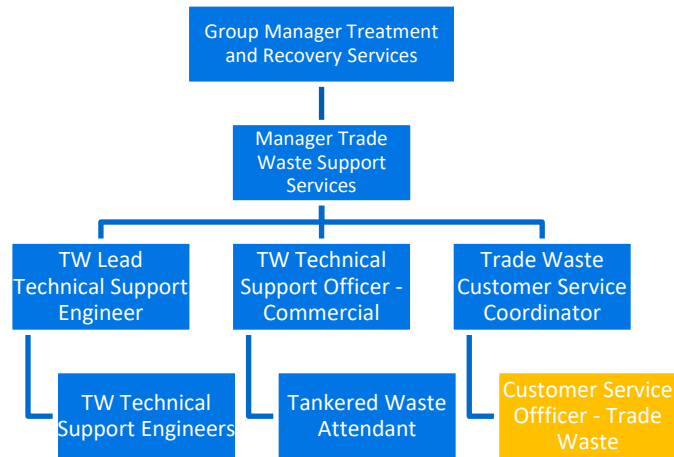
Knowledge, Skills & Experience

- Administration or call centre qualifications or experience in the field is desirable
- Able to understand technical matters and learn new technical skills
- Be aware and contribute to occupational health and safety
- Excellent written communications skills to be able to write internal and external documents in a constructive and professional manner
- Strong negotiation and verbal communication skills to build customer rapport
- Sound computer skills and ability to use customer related computer systems
- Work autonomously but also able to readily liaise with trade waste officers and managers to determine beneficial outcomes and / or escalation of issues as required
- Demonstrated ability to adapt with flexible work arrangements, manage multiple tasks, prioritise effectively and manage stakeholder expectations with focus on achievement of timely and appropriate outputs.



Dimensions

Organisational Chart



Number of people managed:

Nil

Size of budget managed:

Nil

Value of Assets managed:

Nil