



## *If you can talk rubbish, Slicker needs you!*

### **Slicker Recycling Aftersales**

Management of the companies large commercial and key account customers, our aftersales department consists of 2 Commercial Account Managers, 1 Key Account Manager and 2 Sales Co-ordinators. The main objectives of the department are: Retention by maintaining strong relationships and conducting contract re-negotiations; Growth through cross selling additional services provided by Slicker and our subcontractors via the Total Waste Management (TWM) division; and Efficiencies achieved by reviewing and implementing optimum collection frequencies to reduce costs and increase margins. Our account managers maintain relationships at head office level and are supported by sales co-ordinators on a day to day basis.

### **Sales Co-ordinator**

**Location:** Slicker Recycling Head Office, Lombard House, Anchor Drive, Worcester Road,  
Stourport-on-Severn, Worcestershire, DY13 9BZ

**Hours of work:** 40 hours, 8.30am—5.00pm Monday to Friday

**Holiday:** 20 days holiday plus statutory bank holidays, increasing with length of service

**Benefits:** Contributory pension scheme and death in service.

To provide proactive and efficient administrative support for the account management team with specific emphasis on proposal and contract preparation, management information, data analysis and day to day correspondence.

## *Responsibilities*

- Processing collection requests and general enquiries from managed commercial and key account customers
- Manage emails received within the National Accounts inbox
- Monitor company service delivery to ensure this is consistent with contractual obligations
- Provide second line support for any issues which require escalation from customer services
- Assist in meeting preparation for account managers to include management information, excel reports and feedback on day to day activities at site level
- Appointment booking and diary management for field based AM's
- Managing customer information and highlighting exceptions within account profitability
- Highlight additional sales opportunities for AM's through customer compliance telephone audits
- Proactively seek opportunities for account growth through gap analysis with support from AM's
- Execute regular promotional activity and call campaigns as set by the AM's and National After Sales Manager
- Compile monthly management information including Platts data and rebate reports to agreed format
- Alert relevant staff of any irregularity, lack of compliance, lack of adherence and any related issues whether actual or potential, concerning business activities that could or do have a significant risk implication for the company
- Attend occasional customer meetings on or off-site with AM's
- Build, develop and maintain productive and professional relationships with site staff through regular communication
- Work closely with other departments and divisions to ensure customer satisfaction and problem resolution

## *Skills Required*

- Minimum 4 GCSEs at C and above
- Minimum 2 years experience of Sales and Customer Service in a telephone based environment
- Ability to communicate effectively and positively throughout the organisation at all levels
- Maintain a high level of professionalism, discretion and confidentiality at all times
- Proven self-motivation and discipline with the ability to work as part of as team
- Strong attention to detail and excellent organisation skills
- To work with pace and urgency and complete all tasks in a timely manner
- Demonstrated problem solving skills and initiative
- Good IT skills in all Microsoft packages, particularly excel