



Customer Service Advisor Vacancy

Here at ASH Waste Services, we currently have vacancies for our Customer Service Team, based at our office on the Wrexham Industrial Estate.

Reporting to the Customer Service Manager as part of the Customer Service Team, the individual will be expected to:

- Handle incoming calls with confidence, dealing with issues raised by customers as well as taking messages or forwarding on to the relevant departments.
- Making outgoing calls to ensure that we are communicating correctly with customers in regards to anything to do with their account.
- Dealing with emails, making sure that we respond in a timely manner.
- Ensure an open line of communication with our Operational staff and liaise with them on a daily basis, communicating any problems or extra tasks to complete. Help with any issues the driver is experiencing at specific sites.
- Booking skips and checking prices for Ash Waste customers.
- Be able to build relationships with other departments as they will be liaising on a daily basis.
- Responsibility for a set amount of routes, this job is to be actioned throughout the day and any problems to be dealt with by contacting the customer directly via phone call or email. This may result in booking an extra collection on for customer.
- Able to deal with customer complaints, finding the right solution to deal with their issue effectively and following promptly on any issues raised
- Taking calls from Brokers, dealing with any issues for their customers.
- Escalating serious complaints to the Customer Service Manager.
- Performing any other ad hoc duties as and when requested to by the Customer Service Manager.

Negotiable salary package dependent on experience.

To apply, please send your CV to rebecajones@ashgrouppltd.co.uk

www.ashwasteservices.co.uk