



## Customer Support Advisor Swindon

**Waste Solutions is seeking a Customer Support Advisor, to join the account management team based at County Park, Swindon.**

The main purpose of the role is to provide administrative support to the Account Manager and Customer Support Team.

Key responsibilities include:

- Handling inbound sales enquiries for all work.
- Maintaining an effective system for receiving incoming telephone and email enquiries associated with sales enquires. The system should provide a prompt answering service, capture useful marketing data and deal with, or redirect, enquiries appropriately.
- Assisting with the administration for the Account management team– supplying monthly customer reports and internal sales reports, copy paperwork, including weighbridge and consignment notes.
- Communicating customer account and contract details to Waste collection operational staff to facilitate setting up contracts for container deliveries, exchanges and collections.
- Maintaining an up-to-date database for all quotations, agreements, pricing and supplier questionnaires in order to maintain and develop ongoing client relationships.

Candidates must be able to demonstrate previous experience in a relevant position and be skilled in analytics, IT and have business acumen. You should have excellent attention to detail, communication and customer service skills; both face to face and over the telephone, be an effective team player and highly organised with the ability to multitask.

**Please email your CV to [join@hills-group.co.uk](mailto:join@hills-group.co.uk) or contact Hills on 01793 781199 for an application pack quoting the vacancy reference HGL1367.**

*The Hills Group is committed to monitoring and maintaining equal opportunities and welcomes applications from all sections of the community.*

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