

	<h2>Job Description</h2>	Ref no: WFSMJDT
		Authorised: PennyGoodwin
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		Location: Company Drive (Z)

Job Title:	Commercial Recycling Officer
Responsible to:	Recycling and H&S Manager
Responsible for:	Developing and selling the commercial recycling services offered by the company, dealing with domestic flats recycling services.
Location/departments:	Newport
Salary:	£18,000 plus commission
Closing Date:	Friday 8 th September 2017
Interview Date:	Thursday 14 th September 2017

Wastesavers is a third sector recycling group that offers a range of recycling, reuse, education and training services in SE Wales, based around waste management and recycling. We are an environmental organisation whose aims are to reduce the amount of material going to landfill and to reduce material poverty. We are looking for an enthusiastic individual to join our team. This person will work within the kerbside recycling and commercial recycling departments. They will manage current commercial recycling customers, actively recruit new businesses onto the scheme and attend meetings and events to promote our services.

The right candidate will be educated to a good standard, be an excellent written and verbal communicator, be able to demonstrate excellent customer care and be able to actively develop, promote and sell our services. Most importantly they will be dedicated to improving our local environment and helping the city improve its recycling rate.

Job Role:

Business Development:

- Work within the recycling department to develop the commercial recycling services offered by the company to businesses in South East Wales.

- To work creatively, devising strategies for effective problem solving for the benefit and satisfaction of the customer.
- To review the current market place and make recommendations to the CEO

Sales:

- To actively promote and sell the commercial recycling services to businesses in SE Wales and to advise businesses what steps they can take to minimise and/or recycle the waste they are producing.
- Work with the Marketing and Development Officer to develop literature selling the service.

Waste Audits:

- To conduct waste audits and give advice in order to maximise the amount of waste that is diverted for recycling
- To operate within the requirements of relevant legislation

Account Management:

- To keep in contact with Wastesavers commercial recycling clients to ensure that businesses are operating within the agreed parameters of their contract and to establish good customer relationships.
- To effectively communicate with potential customers and make presentations to a diverse range of stakeholders.
- As required by the Finance Manager to visit existing or cancelled customers to recover outstanding payments.

Project Management:

- To monitor and maintain the drivers collection schedule
- To co-ordinate the delivery of bins to customers
- To ensure all Waste Transfer Notes are completed by clients
- To support the recycling team to ensure that all work duties are correctly recorded on appropriate systems and to use the appropriate IT systems, to ensure the efficient working of the commercial waste service.
- To produce reports, contract documentation, concise letters and responses to customers.

Other:

- To comply with individual responsibilities, in accordance with work role for health and safety in the workplace
- To report regularly to the Recycling and H&S Manager and Chief Executive Officer
- To carry out any other reasonable management requests

This position will require travel throughout South East Wales, and will involve flexible working, including planned evening, weekend and bank holiday working. Clean driving licence and access to a car essential.

Person Specification

Skills and Experience

Educated to degree level	Desirable
Excellent verbal and written communication skills	Essential
Good level of numeracy and literacy skills	Essential
Excellent organisational skills – both project and personal	Essential
Good level of computer literacy and familiarity Microsoft packages including Word, Excel and Powerpoint	Essential
Excellent interpersonal skills	Essential
Experience of waste management	Desirable
Proven experience of B2B Sales, cold calling and customer driven sales techniques	Essential
Demonstrable experience of business development	Desirable
Proven experience of proactive account management of clients	Desirable
Proven project management skills	Essential
Experience of working as part of a team	Essential
Full clean driving license and access to a vehicle	Essential

Knowledge and Understanding

Understanding and interest in waste management and recycling	Essential
High level of emotional intelligence	Essential
Understanding of the Third Sector and its working parameters	Desirable

Behaviours

Drive for company improvement and development	Essential
Innovative	Essential
Enthusiastic	Essential
Confidence in communicating, both written and verbal	Essential
Flexible and adaptable	Essential
A willingness to learn and improve own performance and skills	Essential
Self motivation and the ability to work without supervision	Essential

Must be able to work in high pressure situations	Essential
An ability to work with, people from all backgrounds and in all circumstances in a polite and sensitive way, including people from ethnic and religious groups.	Essential