

Job Description: Account Coordinator

About the Company

Powerday PLC is London's premier recycling and waste management company. Recycling construction and demolition materials, we operate 24 hours a day, seven days a week from two of our six sites in London. We are constantly investing in the latest technology which sorts recyclable materials and process the residual constituents into fuel for power. We are very proud of our zero to landfill credentials.

We have recently been voted "Subcontractor of The Year and Waste Management and Skip Hire business of the year".

We are accredited to the following standards: Quality Management ISO 9001, Environmental Management ISO 14001 and Health and Safety ISO45001, Achilles Building Confidence and Recycling Performance Reporting accreditation PAS 402: 2013 and a gold FORS accreditation.

We operate from well-presented comfortable offices with on-site secure free parking. We are a short walk from Willesden Junction station. Our offices are well equipped with kitchens and break out areas. As a company we organize regular corporate events to encourage team building and bonding. You will find here an established team where everyone is on first name terms and always willing to help. We strive to uphold a friendly family orientated business while maintaining a professional corporate culture in our business dealings.

We take our commitment to Corporate and Social Responsibility very seriously and have close links with London Boxing and London Irish Rugby club. We do immense good work in the community through our Powerday Foundation. This is demonstrated through its partnership with Kensington Aldridge Academy, providing boxing training to those going through phases of negative behaviour and providing GCSEs qualifications. We also support the London ABA and its 120 boxing clubs across London.

We have a Powerday Training Academy whose aims are to develop and manage our apprenticeship and work experience programs and to support and train our internal teams to fully develop to their potential.

Location: The role will be based at our Central Office facility in London NW10, but will involve site visits and meetings across various site locations.

The Role:

Reporting to the Commercial Operations Leader . Your goal will be to provide outstanding customer service to our clients.

You will be a confident communicator both on the telephone and via any written communication. You will be required to work well under pressure and ensure your invoicing responsibilities are completed within the timelines set for you.

You will have proven experience working as a Customer Service Executive with knowledge of the waste and recycling industry. This is an office-based role, primarily on the phone, so you will need to be confident, enthusiastic and willing to learn in order for self-development.

Key responsibilities of the role are:

- Responsible for client satisfaction and responding to incoming calls and emails.
- Maintain a steady flow of outbound customer service calls.
- Build and manage strong relationships with customers
- You will accurately complete job bookings, deal with any customer queries and action any other administration duties assigned to you.
- Maintain weighsoft database and ensure all information is up to date.
- Drive day to day communication
- Ensure strong working relationships are developed with all internal stakeholders, including our Sales, Transport and Finance teams.
- Input orders / projects and associated processes into Powerday's systems
- Working with account managers and sales team. Workorder costing and cost breakdown generation
- Maintaining current customer relationships, but you will also be creating and building new ones.
- Cover Reception when needed (Training will be provided)
- Serve as primary contact for clients

Key competencies of the role:

- Be self-motivated with an analytical mind and a keen eye for detail
- Ambitious dynamic go getter with a real *can-do* attitude
- Confident communicator, both verbal and written
- Good team player as you will be required to work with a range of personnel internally and externally
- Work well under pressure and to set timelines in a professional manner

Qualifications/Experience:

- Intermediate level of Microsoft Office skills.
- Ideally have previous exposure to the Waste Management and Recycling industry.
- Essential to have previously worked in an account coordinator role.
- Experience of working in a fast-paced environment