

Job Title: Customer Services Operative

Salary: Dependant on experience

Contract Type: Full-time

Start Date: As soon as possible

Hours: 7:30am to 5:00pm | Monday to Friday | 42.5 hours per week | 1 hour for lunch

Location: Effingham Mills, Ginhouse Lane, Rotherham, South Yorkshire, S61 4QN

Company overview

With a wealth of experience in waste management spanning over 30 years KCM Waste Management have the expertise you need when it comes to efficient, affordable, and conscientious waste disposal solutions.

Based in South Yorkshire, serving communities in Rotherham, Sheffield, Doncaster, Barnsley and surrounding areas KCM Waste Management is favoured by both commercial and domestic customers alike.

Our solutions are tailored to suit your waste disposal needs, no matter what the size. Our comprehensive waste management services include skip hire, wheelie bin hire, tipper hire, trade waste disposal, tipping and recycling, confidential and secure document shredding, legal disposal of Waste Electrical and Electronic Equipment recycling (WEEE), scrap metal purchase, recycled aggregates, primary aggregates, top soils, sands and gravels.

Position overview

As a result of continued growth, KCM Waste Management seek to appoint a Customer Services Operative.

This position will see you supporting our customers and answering queries via email and telephone within a busy, fast-paced environment at our Head Office in Rotherham. You will speak to both new and existing customers, ensuring they feel valued by our team and all enquiries are resolved efficiently.

You will be provided with all the relevant training required for the role, however, a good knowledge of the Microsoft Office Suite and emailing platforms would be beneficial for anyone applying.

Great customer service skills are vital to this position, you must be understanding and informative, ensuring all KCM customers have a positive experience when contacting us.

Excellent organisational skills and a good work ethic are also essential to the role, along with the ability to work within a team and communicate to a range of commercial and domestic customers.

Duties include

- Answering telephone calls from a range of customers
- Assisting our customers when booking their skip service
- Accurately receiving data and inputting into our system
- Providing an exceptional level of customer service
- Working within part of a busy team
- Obtaining information to offer solutions to our customer's queries
- Resolving any issues efficiently and effectively
- Maintaining a comprehensive knowledge of the services we provide and our company ethos

Experience and key skills required

- Previous experience within a relevant position
- Fluent in both spoken and written English
- Excellent verbal communication and listening skills
- IT literate
- Problem solving abilities
- Confidence and the ability to think on your feet
- Professional telephone manner

Company benefits

- 28 days annual leave
- Free on-site car parking
- Company pension
- Staff training and education opportunities
- Fully expensed company socials

How to apply

If you'd like to explore this opportunity further and find out what KCM Waste Management have to offer, please contact Emma Hickling, Financial Director at emma@kcmwaste.com with a copy of your most recent CV.