

# Job Description

<b>Job Title:</b>	<b>Commercial Administrator</b>
<b>Reports to:</b>	Client Relationship Executive
<b>Department:</b>	Sales
<b>Job Purpose:</b>	Office based sales support function to the Head of Key Accounts and Client Relationship Managers to allow them to retain, maintain and grow their customer bases.  Promote the company and the services we provide in a positive light at all times.

## Key Responsibilities:

- Support the Head of Key Accounts and Client Relationship Managers by:
  - Produce prompt and accurate quotations for Head of Key Accounts and Client Relationship Managers.
  - Establish and maintain strong customer relationship to make us the first choice for their waste management requirements.
  - Review Key Accounts and Client Relationship Managers' diaries at least a week ahead and support their meeting preparation by providing them with the last 5 quotes, actions from last meeting and any other relevant information requested.
  - Update HubSpot with:
    - customer interaction
    - feedback or intelligence gained from communications with customers; and
    - Key Accounts and Client Relationship Managers' meeting notes
  - Respond to email or telephone enquiries, and support with pricing enquiries from Head of Key Accounts and Client Relationship Managers
  - Completion of, or obtaining, customer purchase orders and overseeing the speedy resolution of customer invoice queries
- Support on marketing campaigns when requested by the Commercial Director.
- Organise analysis and testing of waste when required.
- Communicate new customers and work gained to the Operations Team to place orders.
- Carry out administration duties for Hazibag collections
- Liaise and build strong relationships with service partners for both sub-contact and Hazibag services and assist with sourcing new partners.

## Additional Responsibilities

- Undertake any reasonable duties as required to meet the needs of the business

**Skills and Experience required:**

- An understanding and/or experience of waste operations is desirable
- Knowledge and understanding of the asbestos market and/or hazardous waste management, solutions and legislation is desirable
- A very personable 'can do' attitude
- A proven ability to maintain focused on client sales delivery.
- Good interpersonal skills with proven ability to quickly build relationships with clients.
- Demonstrates initiative and the ability to multi-task.
- Excellent verbal and written communication skills.
- Commercially aware and takes pride in the quality and standard of their work.
- PC literate with good knowledge of IT systems, Microsoft Office suite