**Job Title**:  **Customer Service** **Operator  
Hours:** 40 hours per week (shift work between 7:30am -5pm)  
**Location: Debtrac Centre,** Needham Market, Ipswich   
**Duration:** Permanent

**Salary:** £24-30k depending on skill and experience  
**Reporting to:** Operations Manager

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| Sackers is a family owned and managed business, with revenues of over £50 million per year. A local business with a global reach. We employ 100 staff and have strong future growth plans. We pride ourselves on being the sustainability experts and aim to recycle over 95% of the material we receive and are on our net zero journey.  Sackers provide metal and waste recycling and has two sites situated near Ipswich at Great Blakenham and Needham Market. One site is for metal recycling and the other is for commercial waste recycling.  We have invested strategically in equipment to give us cutting edge technology to create a strong and competitive position. We have three metal recycling cells. Our shredding plant is the only one of its type and size in East Anglia. Our copper granulating plant and aluminium plant allows us to convert raw material into finished product efficiently and effectively.  Our products are then shipped via Felixstowe to our customers all over the world. We are one of the largest exporters in East Anglia.  We care about and invest in staff and their personal career development. We commit to supporting the Armed Forces and women in business. We have a strong track record of growing our own talent, we have staff that have grown within the business into senior leadership roles and have a high staff retention rate.  If you have the desire, we will embrace it. |

**JOB OVERVIEW**

To be the main a point of contact when deal with new and existing enquiries on the telephone, email and live chat.

Support the weighbridge operator in the delivery of excellent customer service at the reception dealing with hauliers, customers and our yard operations team.

**KEY RESPONSIBILITIES**

* Portraying a positive image of the company in a professional manner at all times
* Front of house representative serving customers, drivers and contractors upon arrival and when leaving
* Dealing with customer queries in a timely manner. This includes telephone, face to face, email communications or live chat
* Weighing customers in and out of the yard
* Accurate data input and ID checks
* Placing skip orders and deliveries
* Managing general weighbridge admin work
* Liaising with the operators in the yard on deliveries and traffic flow
* Answering new enquiries and general phone calls
* Any other adhoc duties

**EXPERIENCE**

**Essential:**

Minimum 5 years customer service experience.

**Desirable:**

Weighbridge and recycling industry experience, but not essential.

**SKILLS**

* Excellent communication and people skills.
* Attention to detail.
* Ability to think on your feet and multitask.

**PERSONAL ATTRIBUTES**

* Enthusiastic with a positive can-do attitude
* Organised and thorough in approach to tasks
* Articulate with excellent written and spoken English
* Ability to work using own initiative with minimal supervision

**EXPERIENCE**

**Essential:**

* Confidence in dealing with people face to face and on the phone
* Experience of being able to work in a team
* Ability to multi-task
* Able to manage a heavy workload and prioritise
* History of being organised
* Admin experience

**Desirable:**

* Weighbridge experience
* Buying experience

**SKILLS**

* IT literate with good Microsoft Office skills
* Excellent and confident communication skills both written and face to face
* Articulate with a good standard of written and spoken English
* Strong analytical and problem-solving skills
* Excellent organisational skills
* Being able to work in a team

**PERSONAL ATTRIBUTES**

* Close attention to detail
* Comfortable taking responsibility and ownership
* Enthusiastic with a positive attitude
* Strong team player
* Pragmatic
* Personable
* Flexible
* Discretion and trustworthiness, dealing with confidential information
* Good organisations skills and the ability to multitask
* Presentable