

Vacancy

Temporary Service Delivery Advisor (Maternity Leave Cover)

Location: Doncaster

Business: The ReFood AD plants operate as integrated recycling units, processing a variety of food wastes to produce renewable energy, heat and ReGrow, a nutrient-rich fertiliser for local farms. The plants also recycle the food waste packaging. The plants provide an environmentally sustainable solution for all waste producers looking for a safe method of diverting food waste from landfill.

The Position: Applications are invited for a Service Delivery Advisor to work at our ReFood Ltd, Doncaster Site. This is a full-time position, working 37.5 hours per week Monday to Friday. It is expected that the position will be for a period of 9 months.

As a Service Delivery Advisor your duties and responsibilities will vary based on the Company's requirements but will include:

- Handle enquiries and queries via telephone, e-mail and mail.
- Manage the customer account database; data entry, analysis and customer KPI reporting.
- Provide administrative support to the Commercial & Logistics Team.
- Respond to complaints received from customers & follow up service issues.
- Provide out of hours support on a Rota basis
- Manage sales enquiries and fielding and forward to the relevant sales person.
- Complete supplier compliance questionnaires and ongoing management.
- Build strong relationships with both internal and external customers.
- Provide a sales support function for the ReFood sales team.
- Develop a clear understanding of the local markets, review new opportunities and liaise with the sales force as required.

Requirements:

- Good formal education.
- Experienced in customer service and sales office environments.
- Ability to prioritize workload to ensure quick responses.
- Use own initiative to resolve issues and be reactive.
- Be able to engage with customers and build strong, commercial relationships across a range of organisations and contact levels.
- Be commercially astute, business aware and financially literate.
- Good written and verbal communication and IT skills - must be proficient with MS Office, particularly Excel and Word.

Salary: Competitive Pay and Benefits

Please apply in writing with your CV and covering letter to HR Department, Ings Road, Doncaster, DN5 9TL or email recruitment@saria.co.uk

* Please note that only shortlisted applicants will be contacted due to the high volume of CV's expected.

Closing Date – 3rd June 2022