


<b>Job Description Template</b>			
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<b>Creation Date:</b>	25/05/18	<b>Next Review Date:</b>	25/05/20

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## **Job Description – Technical Sales Coordinator**

<b>Department/location:</b>	Hazardous Waste Department - Honiton
<b>Hours of work:</b>	8:30 – 17:30 Monday to Thursday (1 hour lunch break), 8:30 – 17:00 Friday (1/2 hour lunch break)
<b>Reports to:</b>	Hazardous Waste Transfer Station Manager
<b>Holiday:</b>	25 days holiday and 8 Bank Holidays
<b>Other benefits:</b>	DIS, 5% Bonus, Standard Pension

### **General:**

Based at our Honiton Regional Office, this role is part of the technical team and will provide quotations to incoming enquiries and generate new sales leads through marketing and telephone contact with new and existing customers

### **Main Duties:**

- Receive incoming sales enquiries and quotation requests and understand the customers' requirements.
- Use chemistry qualification and acquired knowledge hazardous waste procedures to liaise between customers and technical team to obtain/supply waste information to ensure compliance with Environmental Regulations.
- Attaining accurate costing from internal resources/external suppliers and producing quotes to customers on internal IT systems.
- Receive orders and obtain purchase orders from customers.
- Follow up on outstanding quotes.
- Complete and update all sales documentation: letters, quotes, IT systems etc.
- Record sales activity/information on internal IT systems.
- Assist in marketing and sales drives to existing and new customers to help business growth and improved market share.


### **General H&S Responsibilities:**

- Comply with Health & Safety requirements: as per training, policies, procedures, risk assessments, method statements, safe systems of work etc.
- Actively seek to improve safety culture.
- Report any H&S issues/accidents/near misses to your line manager immediately.

### **Other General Responsibilities:**

- Attend training as required to maintain personal qualification/competence.
- Comply with the Company Equal Opportunities Policy and promote equality.
- Any other duties as required by line management, commensurate with the post holder's level of training and competence.

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### Person Specification

Qualifications/Training	E / D*	How assessed***
Chemistry/Technical Qualification	E	CV
IOSH Managing safely or equivalent of higher H&S Management qualification	E**	CV
ADR	E**	CV
<b>Experience</b>		
Sales/customer service experience	D	CV/I
Working in the waste management industry	D	CV/I
Working knowledge of job costing	D	CV/I
<b>Specific Post Knowledge/Skills</b>		
High degree of IT literacy with accurate data input skills: competent and confident in the use of MS Excel, Word and Outlook.	E	I
Knowledge of Hazardous Waste regulations	D	I
<b>Personal Characteristics</b>		
Good customer services manner and able to communicate effectively and confidently by phone or in person with customers and suppliers at all levels	E	I
Conscientious to work independently without direct supervision	E	I
Able to work calmly under strict deadline pressures	E	I
Adaptable to new situations	E	I
Flexible to take on new and additional tasks	E	I
Good organisational and planning skills	E	I

\*Essential or Desirable

\*\*Essential but may be achieved post-employment

\*\*\*Application Form or CV; Interview; Presentation; Practical Assessment