


JOB DESCRIPTION

Position/title	Waste Account Manager	
Department	Planning & Commercial	
Location	Station Road, Blackrod, Bolton	
Hours	40 hours per week – Monday to Friday, shifts between the hours of 7.30am and 5.30pm on a rota basis. You are expected to be out on the road 4 or 5 days per week, visiting customers and prospecting. Any other time will be spent in the office on site. Infrequent Saturday morning cover may be required with notice.	
Job Banding	Band 3	
Reports to	Head of Planning & Commercial	
Other Key Relationships	Managing Director Operations Director Waste, Commodities & Planning Manager Transport Manager Planning & Commercial Team	Customers & Suppliers Yard Supervisors Operations Manager Finance Team Health, Safety & Compliance Team
General Summary	To build and maintain sustainable relationships with a portfolio of customers (currently 80% existing customers and 20% new business) in order to deliver profitable growth for the company.	
Core Responsibilities	<ul style="list-style-type: none"> • Develop and nurture strong customer relationships, serving as their primary point of contact for all service-related matters in person, ensuring clear, empathetic and professional communication with all customers across various channels. • Respond professionally and effectively to incoming customer enquiries via telephone, email and website submission. • Provide prompt and accurate assistance to our customers, addressing their needs and resolving any issues proactively and in a timely manner. • Prepare and deliver accurate information, quotes, and service proposals based on customer requirements. • Maintain regular contact with our customers, ensuring their ongoing satisfaction and loyalty. • Maintain existing business and work to generate new business as required to meet Company targets. • Monitor Top 20 customer monthly spends to identify performance and any potential issues. • Consistently strive to meet and exceed high volume sales goals, whilst maintaining a positive team environment by collaborating to achieve better results. • Positively and professionally represent and raise the profile of J. Dickinson & Sons and attend trade exhibitions, networking events and demonstrations, as required by the business. • Liaise with the relevant departments within the company as required to resolve issues in a timely manner. 	

- Maintain an overview of bookings ensuring that the highest levels of service are carried out at every stage for all customer jobs, and engage customers by going the extra mile.
- Work with the Head of Commercial & Planning to identify and secure new service opportunities with new or existing customers within the relevant area and to support strategic sale initiatives.
- Be the primary interface between J. Dickinson & Sons and the customer, responsible for retention growth and margins, contract compliance and pricing negotiations.
- Identify creative and innovative solutions which will reduce churn and improve profitability in line with company targets.
- Maximise revenue opportunities from existing customers by pursuing undeveloped areas, upselling to existing and potential clients, generating leads, qualifying prospects, and managing sales of services.
- Carry out research on a regular basis to ensure that we remain competitive, e.g. price checks, secret shopper, information gathered from customer enquiries.
- Gain and maintain a detailed knowledge of the company's capabilities and operating procedures, and how these fit within the market and customer base to retain and develop business.
- Be knowledgeable about the full range of products and services offered by the company and be confident advising about them.
- Liaise regularly with the Waste, Commodities & Planning Manager to ensure that sales levels are maintained, both proactively and reactively, according to fluctuating resource capacity and business requirements.
- Provide accurate and timely sales activity reports to the Head of Commercial & Planning on a weekly and monthly basis.
- Sell a range of services to customers through arranging regular meetings with existing customers, prospecting and outbound sales meetings and site visits.
- Win new business via telesales and cold calling, as and when the business requires.
- Ensure that the customer completes a site assessment form in advance of their first delivery.
- Audit client site waste systems and provide advice where necessary to win new clients and retain current clients.
- Liaise with the Planning team to ensure customers have activated their Direct Debit in advance of their bin being delivered to site and contact them before the delivery date if this has not been completed.
- Create detailed proposal documents, often as part of a formal bidding process, which is largely dictated by the prospective customer.
- Support proposal and/or bid development for tenders.
- Ensure that all business within the portfolio between J. Dickinson & Sons and the customer has a signed service level agreement, scanned, and recorded on the system.
- Be able to navigate the CRM effectively and ensure that all customer information, calls, leads, quotes, bookings and contract activity are accurately recorded on the system.
- Support the company with any ad hoc projects or business priorities in relation to existing customers.
- Confirm by email the delivery and schedule of bin collections for each customer.

	<ul style="list-style-type: none"> • Carry out regular data cleansing on Waste Logics to maintain correct contact information for each customer. • Ensure each customer account is set up with the Finance team. • Work in conjunction with Credit Control to ensure outstanding payment are chased and received and attend monthly debtors meeting with Finance. • Update and maintain the bin customer spreadsheet, data spreadsheet and CRM system with all required information. • Contact customers at the appropriate time to give notice of any annual price increases. • Develop a good knowledge of waste legislation and educate customers about any changes to ensure both customers and the business remain legally and environmentally compliant. • Any other duties commensurate with the role, as requested by the Head of Commercial & Planning and/or Waste, Commodities & Planning Manager.
Health and Safety	<ul style="list-style-type: none"> • All individuals have a responsibility, under the Health and Safety at Work Act (1974) and any subsequent regulations, to ensure that the Company’s health and safety policies and procedures are complied with to maintain a safe environment for our employees, customers, and site visitors. • Challenge staff and site visitors who do not follow the site safety procedures. • Assist in maintaining the health, safety, and welfare of people (including yourself) • Follow the Company guidelines in reporting faulty or defective equipment. • Ensure all staff, customers and visitors are wearing the appropriate PPE. • Report any risks or near misses to the Health, Safety & Compliance Manager.
Personal and Professional Development	<ul style="list-style-type: none"> • Undertake any necessary activities to ensure that your own professional qualifications are maintained. • Ensure ongoing personal and professional development by participating in performance reviews as requested. • Identify and undertake activities to develop knowledge, skills and understanding where any gaps have been identified.
Confidentiality and GDPR	<ul style="list-style-type: none"> • All staff must maintain the confidentiality of information about the Company, employees, or our customers in accordance with the Data Protection Act 2018. • Individuals must not, without prior consent disclose any information relating to the Company, employees, or our customers.
Governance	<ul style="list-style-type: none"> • Support the Company to work within the specific regulations such as governance and frameworks for the industry.
Policies and Procedures	<ul style="list-style-type: none"> • All employees and site visitors are required to comply with the policies and procedures in place at J. Dickinson & Sons (Horwich Ltd), without exception.
Company Values	

PERSON SPECIFICATION		
	ESSENTIAL	DESIRABLE
QUALIFICATIONS	Good standard of education	Educated to degree level or equivalent, in Business or related subject
EXPERIENCE & KNOWLEDGE	<p>Experience working in a similar role</p> <p>Proven experience of stakeholder management and networking to achieve results</p> <p>Experience of working to targets and deadlines</p> <p>Experience of working in a proactive sales role, either on the phone or face-to-face</p>	<p>Experience working within the recycling, waste, or comparable plant industries</p> <p>Understanding of waste management industry</p>
SKILLS & ABILITIES	<p>Good decision making, negotiation and influencing skills</p> <p>Excellent project management and reporting skills</p> <p>Ability to generate and recognise new ideas and opportunities to develop the business</p> <p>Skilled communicator with the ability to build excellent working relationships, both internally and externally</p> <p>Ability to work effectively, and to meet deadlines, in a fast-paced, high volume operation</p> <p>Able to work proactively, independently and on own initiative</p> <p>Analytical and able to quickly assess issues and recommend and/or implement solutions</p> <p>Adaptable and able to work effectively as part of a team</p> <p>Ability to work collaboratively with other areas of the business to maximise productivity</p> <p>Proficient in the use of Microsoft Office</p> <p>Excellent customer service skills, with the drive to exceed customer expectations</p> <p>Strong attention to detail and accuracy</p>	
OTHER	<p>Full driving licence which entitles the holder to drive in the UK</p> <p>Demonstrates commitment to own learning and development</p> <p>Works with integrity and honours commitment</p> <p>Relentlessly pursues the highest standards of performance required to deliver the best results for the company</p> <p>Reliable, punctual and good levels of attendance</p> <p>Positive attitude to change and the need for flexibility in planning and behaviours</p> <p>A commitment to the values of J. Dickinson & Sons</p>	