

Job Description



GREATER CAMBRIDGE
SHARED WASTE

Service	Location
Greater Cambridge Waste – Commercial Service	Waterbeach based
Job Title	Post Number
Commercial Waste Account Manager	TBC
Grade	Salary Range
Grade 5	£29,185 to £33,942 (indicative)
Responsible to:	Responsible for:
Commercial Waste Manager	Customer focus
Health Considerations/Risk/Surveillance Required	
VDU user, lone working, driving.	

Description of Duties and Responsibilities

Due to regional growth and service success we are recruiting for a Commercial Waste Account Manager. They will have a key role within this team, increasing the portfolio of customers and managing existing accounts with the aim of ensuring their clients the best environmental and waste practice. A dynamic individual with experience of a business to business sales driven role, not necessarily in the waste sector.

Key Result Areas

You will become a key contact for both customers and colleagues and need to present professionally with timely responses, supported by the whole team. Confident with people and systems alike you will value being a part of this exciting industry knowing that by joining Greater Cambridge Waste you are part of a successful service benefiting its local community and environment.

Dimensions of Job

Key Contacts

Internal

Greater Cambridge Waste colleagues; Cambridge City & South Cambridgeshire District colleagues, in particular Environmental Health. Councillors of both councils.

External

Businesses and organisations across the region; members of the public/residents; Property Management Agencies; related service providers & suppliers.

Key Responsibilities

- 1) Plan and carry out targeted sales and marketing activity in line with agreed criteria.
 - a. To include direct marketing through mail, phone and visits.
- 2) Source and qualify potential prospects, enabling service growth.
 - a. Including structured and evidenced reasoning/planning for period (year/quarter)
- 3) Showing initiative and responsibility for decisions necessary to close a sale.
 - a. A strong understanding of the service's objectives and direction
 - b. Accountable for decisions taken – use of evidence & knowledge
- 4) Writing proposals, following up leads, visiting prospective customers
 - a. Strong maths ability to discuss pricing/offer discounts etc in conversation
 - b. Evidence of a reasonable level of English both written & verbal.
- 5) Maintain strong relationships with existing clients, reacting positively with solutions to queries for both their benefit and that of the service, as per annual objectives.
- 6) Constant use of the waste CRM & financial databases to ensure current & valid data records
 - a. Liaison of changes with customers, maintaining database account data.
- 7) A process led approach to working within a wider service/department.
- 8) Liaison with team-mates regarding service updates, customer information, invoicing requirements and operational matters. Covering the office phone/email when requested due to leave/ meetings and the like.
- 9) Regular reporting of sales figures, pipeline information, KPIs and relevant analysis to service manager.
 - a. Periodic review of account data to inform service direction/reporting
- 10) Carry out on site waste audits, service assessments - reporting these to the customer in both written and verbal presentations as required.
- 11) Positively contribute towards website, marketing drives and other media.
- 12) Recognising the environmental contribution good waste management can have toward customers CSR and achieving both Council's climate improvement objectives.
- 13) To promote and encourage the council's values within everyday work: Innovation, Dynamic, Working Together, Integrity.

Standard Clauses all job descriptions

- To work in an internal and external customer related way in accordance with adopted procedures and good practice, together with ensuring compliance with Health and Safety at all times.
- To assist in/manage the identification, development and implementation of Manual and Information Technology systems and procedures.
- To comply with the Council's Equal Opportunities policy, Code of Conduct and other relevant policy, procedures and legislation.
- To comply with and/or ensure compliance with the Council Data Protection Policies and the Data Protection Act and other relevant legislation.

Job Description Raised (Date) _____

Approved by Head of Service (Date) _____