

Job Title	Technical Assessor/Internal Sales
Department	Technical
Site	Ewelme, Technical Office
Reports To	Technical Manager
Date of Job Description	July 2010
Hours of Work	37.5 each week – 8.30 to 5.00 (1 hour lunch)

Job Purpose

Supporting the sales teams, operations and customers with technical advice, assessments and completion quotes for hazardous and difficult waste enquiries. This will include handling incoming customer enquiries, providing technical advice and assessment and generating quotations for the management of hazardous and difficult wastes in line with all legislation and company procedures.

Key Duties

- To take and manage incoming enquiries from existing and potential customers and assist where possible with their requirements to develop sales.
- To offer technical advice and assistance to customers, Technical Drivers, the Technical Administration Team and other Grundon operations and departments.
- To monitor and receive incoming emails, action and distribute them as required.
- To assess incoming enquiries and liaise with customers to ensure that sufficient information is obtained to raise quotations and to generate the necessary documentation, packing instructions and labels in full compliance with all procedures including Pre-Acceptance.
- To ensure that customers receive listing templates and offer advice on their completion.
- To provide quotations to existing and potential Grundon customers for all aspects of hazardous and difficult waste management, using the operating system.
- To provide quotations to third party customers, using the operating system.
- When required, to assist with vehicle routing and the generation of transport documentation and labels.
- To assist with customer visits to the Ewelme site, which may include Duty of Care audits.
- Ad-hoc projects relevant to the role and future development within the department.
- Be aware of and reactive to responsibilities towards Health and Safety.

Key Skills / Experience

- At least 2 years experience working directly with the management of hazardous wastes
- A background in Chemistry would be an advantage
- Ability to work within a team and with own initiative.
- Competent in Word, Excel, Outlook and ability to research on the internet.
- Strong desire to succeed without compromising quality.
- Demonstrated ability in the provision of a high standard of Customer Service
- Ability to work to tight deadlines.
- Numerate, and confident with the written word.
- Confident communicator, professional telephone manner and ability to listen.
- Attention to accuracy and detail in all forms of work.