

<b>Job No: 9814</b>	<b>Job Description</b>	
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<b>Job Title:</b> <b>Primary Objective</b>	<b>Weighbridge and Customer Assistant</b>  The Weighbridge and Customer Assistant is responsible for controlling and coordinating waste movement on and off site so that all acceptable waste materials entering or leaving the site are recorded and accounted for.
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### **Key Responsibilities**

- Goods receipting all incoming and outgoing vehicles/product
- Direct traffic coming onto site while monitoring all vehicles entering/leaving the site.
- Assist customers with their enquiries and ensure customers receive the highest service standard possible.
- Ensure customer documentation is in order (e.g. Waste Declaration and Safety Data Sheets)
- Undertake local Sales Support activities including generation of Quotes and Service Agreements
- Provide cover for Dispatch as required, using standard process/systems
- Price checking and confirmation prior to billing
- Maintain a professional image of the company and deliver high quality customer service at all times.
- Maintain the weighbridge/reception and general area including the office in a clean, tidy and hazard free condition.
- Assist with general administrative duties and customer service, answering the telephone and directing calls as appropriate.
- Operate computerized systems and other work related systems.
- Produce reports from the weighbridge software (if applicable) as required.
- Complete all records and paperwork accurately, as directed and required.

### **Health, Safety, Environment and Quality (HSEQ) Responsibilities**

- Know the company's vision with respect to HSEQ standards, behaviors and performance.
- Participate in the company's safety first culture that supports continuous HSEQ improvement and participate in company-wide programs.
- Ensure duties of care obligations are met and that your conduct in the workplace occurs in a safe manner at all times.
- Participate in processes regarding risk management compliance and internal controls to ensure operations and legal HSEQ risks are effectively managed and minimised.
- Participate in training to obtain the appropriate skills and experience to safely and competently perform role.
- Adhere to the company's policies and procedures at all times.

### **General Responsibilities**

- Advance the company's vision, mission and values in all dealings and decisions and to translate the formation of the company's culture.
- Implement and participate in Human Resource systems and initiatives to effectively resource the business and meet strategic objectives.
- Develop strategies, plans and allocate resources to ensure corporate governance.
- Implement strategies and manage standards so that effective customer service is achieved to both internal and external customers.
- Comply with all statutory obligations.
- Undertake any other duties, accountabilities and responsibilities as directed.

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### **Skills, Knowledge, Experience & Qualifications**

- Moderate computer knowledge and experience.
- Mathematical aptitude.
- Weighbridge and or waste industry experience (desirable).
- Moderate experience in customer service (desirable).
- First aid certificate (desirable).
- Ability to work autonomously and as part of a team.

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_