



South Tyneside Council

REGENERATION AND ENVIRONMENT

JOB DESCRIPTION

POST TITLE: Commercial Development Assistant

GRADE: Band 4

RESPONSIBLE TO: Commercial Development Officer

Overall Objectives of the Post:

To contribute towards the provision of a high-quality Commercial Waste Service by providing support to the Commercial Development Officer and trade customers. This will include undertaking a selection of specialist tasks and responsibilities.

Key Tasks of the Post:

1. *You will be responsible for delivering a high quality, customer focussed service. You will:*

- Develop and maintain relationships with business and trade customers.
- Liaise with trade customers, processing all account documentation to ensure customer satisfaction and retention.
- Ensure Duty of Care paperwork is produced for all customers in order to meet legal requirements.
- Deal with the invoicing and credit control system, producing invoices in a timely manner and ensuring controls in place regarding payment.
- Produce reports on a monthly basis, providing statistical information, as and when required.
- Update policies and processes within Commercial Development as advised by the Commercial Development Officer.
- Maintain the customer database and ensure it is accurate and up to date.
- Manage and distribute Round Lists for the crews and ensure they are kept up to date with new customer information etc.
- Set up appointments with trade customers with the Commercial Development Officer.

2. *You will consistently demonstrate the personal qualities and behaviours required of a Commercial Development Assistant. You will:*

- Lead by example in reflecting the Council's values of respect and dignity in the daily contact with staff, partners, stakeholders and customers.
- Take responsibility and accountability for your own performance.
- Consistently strive towards improving the quality of the service being delivered.

- Effectively work with fellow employees across the Council to promote partnership working, exploit synergies and promote successful service outcomes.
- Work in a positive and co-operative manner with other members of the Team.
- Treat fellow team members, customers and colleagues with respect and dignity.
- Contribute positively to team meetings.

3. *You will be responsible for making a corporate contribution. You will:*

- Assist in ensuring that all policies, practices, legislation and codes of practice are adhered to.
- Ensure that information is properly communicated.
- Be committed to equality and diversity policies.

All employees have a responsibility to undertake training and development as required. They also have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees.

All employees have a responsibility of care for their own and others' health and safety.

The above list is not exhaustive and other duties may be attached to the post from time to time. Variation may also occur to the duties and responsibilities without changing the general character of the post.

Reference: GB/KDS

Date: 06/11/2020