

Customer Service Representative Cal-Waste Recovery Systems Galt Office

Cal-Waste Recovery Systems is looking for an upbeat, customer-oriented, individual to join our dynamic Galt Customer Service team. Cal-Waste is a premiere recycling and waste recovery company servicing the Sacramento, San Joaquin and Calaveras County areas. Cal-Waste is a family owned business **90 years strong**. Check us out at www.cal-waste.com.

Customer Service Representative Job Overview:

Reporting to the Customer Service Supervisor, the Customer Service Representative is responsible for ensuring thorough, friendly and professional customer service via phone, in person and email interaction in a busy office.

Customer Service Duties:

- Answer telephones and communicate effectively with customers and team members.
- Daily processing and posting of driver's paperwork.
- Use Customer Service software to accurately input customer orders, new account set-up and other customer service functions.
- Use email professionally and effectively for communication with customers and team members.
- Use dispatch radio to communicate with Operational team members.
- Process customer payments.
- Interact with walk-in customers.
- Other duties as assigned.

Skills and Qualifications:

- 2+ years of customer service experience.
- Experience with Soft-Pak a plus.
- Experience with MS Office suite including Word, Excel and Outlook a plus.
- Excellent customer service skills.
- Strong organizational skills and the ability to handle multiple tasks in a fast-paced environment.
- Ability to meet deadlines.
- Superior attention to detail.
- Self-motivated, work in a team environment, and maintain good working relationships with customers and team members.
- Be flexible and positive in a busy office environment.
- Bi-Lingual is a plus.

Benefits:

Cal-Waste offers a great benefits package with health, dental, vision, life insurance, 401(k), vacation, sick leave, holidays and a simplified cafeteria plan along with a superior safety program.

Cal-Waste Recovery Systems is an equal opportunity employer.

Please email your resume to applications@cal-waste.com