POSITION DESCRIPTION

Job Title: Customer Service Representative

Status: Non-Exempt

Reports To: Customer Service Supervisor

Cal-Waste Recovery Systems is looking for a full-time Customer Service Representative. Cal-Waste is a premiere recycling and waste recovery company servicing the Sacramento, San Joaquin, City of Sonora, Tuolumne County and Calaveras County areas. Cal-Waste is a family-owned business ***99 years strong***. Check us out at www.cal-waste.com.

Job Description:

Cal-Waste Recovery Systems is looking for a full-time Customer Service Representative. 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 ***99 years strong***. Check us out at www.cal-waste.com.

POSITION SUMMARY

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.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Answer telephones and communicate effectively with Residential, Commercial, Industrial customers and team members.
- Communicates concise and accurate information.
- Will need to work closely with other departments and staff in a professional manner.
- Serves as end-to-end point of contact for customer base.
- Establishes customer accounts by negotiating and documenting service type, pricing, billing, and other required information.
- Process customer payments.
- Serves as the customer's advocate by solving problems on the customer's behalf by engaging the right department and people within Cal-Waste.
- Reviews accounts, selling new business to existing clients, and converting accounts to a higher level through inbound calls.

- Provides standard information and education regarding service options, charges, billing, and contracts.
- Daily processing and posting of driver's paperwork.
- Use email professionally and effectively for communication with customers and team members.
- Use dispatch radio to communicate with drivers and operational team members.
- Interact with walk-in customers.
- Other duties as assigned.

QUALIFICATIONS, KNOWLEDGE, SKILLS

- 2+ years of customer service experience.
- Experience with Soft-Pak a plus.
- Experience with Office 360 including Word, Excel and Outlook a plus.
- Excellent customer service skills.
- Able to manage difficult or emotional customer situations and respond promptly to service requests to meet customer commitments.
- 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.
- Is consistently at work and on time.
- Be flexible and positive in a busy office environment.
- Bi-Lingual a plus.

Benefits

Cal-Waste offers a competitive total compensation package including Medical, Dental, Vision, Life Insurance, 401(k), Vacation, Sick Leave, Holidays, a Safety Incentive Program as well as a Simplified Cafeteria Plan.

Pay Range:

$18.00 - $25.00