POSITION DESCRIPTION

Job Title: Customer Service Supervisor

Status: Non-Exempt

Reports To: Customer Solutions Manager

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 ***99 years strong***. Check us out at www.cal-waste.com.

POSITION SUMMARY

Reporting to the Business Solutions Manager, the Customer Service Supervisor is responsible for ensuring thorough, friendly and professional customer service via phone, in person and email interaction in a busy office. Will oversee the customer service team, ensuring customers receive helpful, timely, and professional support.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Lead, supervise, and motivate customer service representatives to achieve departmental goals and performance standards.
- Ensure customer inquiries, complaints, and requests are handled professionally, accurately, and promptly.
- Coordinate daily workloads, staffing schedules, task assignments, and workflow to ensure efficient department operations.
- Train new employees and provide ongoing coaching, feedback, and performance evaluations.
- Handle escalated customer complaints and complex issues.
- Maintain in depth working knowledge of the company's services, systems and processes.
- Track KPIs such as response time, resolution rate, and customer satisfaction
- Coordinate with other departments to resolve customer issues
- Prepare reports and recommend process improvements
- Model professionalism and respect for team members, other Cal-Waste employees, vendors and customers.

- Backup on answering telephones and communicating effectively with Residential, Commercial, Industrial customers and team members.
- Communicates concise and accurate information.
- Establishes customer accounts by negotiating and documenting service type, pricing, billing, and other required information.
- Process customer payments.
- 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.
- 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

- Leadership and team management
- Excellent verbal and written communication
- Conflict resolution
- Problem-solving and decision-making
- Customer relationship Management
- Performance coaching
- Organization and multitasking
- 35 years of supervisory 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.
- 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 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.

Pay Range:
$73,000 - $78,000