

Pallet Team Customer Service Representative

The Pallet Team CSR serves as a key team member within our Customer Service team. This individual will work on the Pallet Team and focus on managing specific materials to include pallets, EPS densified foam, OCC bales, plastic bales and metal. Will be responsible for handling escalated client service issues, client satisfaction. In addition, this position interacts regularly with all departments within Waste Harmonics.

Responsibilities

Schedule material pickups for Customers

Supply BOLs to Recyclers, both on-call and preschedule:

- Prescheduled BOLs are generating more automatically but are still sent manually
- Confirm service is scheduled
- Manage the preschedules to prevent unnecessary BOL creation
- Resolve day-to-day service problems

Escalate problems with customers/recyclers as needed

Enter counts/weights that are emailed in from Recyclers that refuse or cannot use the Portal

Verify counts/weights entered into the Vendor Portal

Refer new business opportunities to the Sales Team

New relationship setup:

- New customer record
- New Recycler (cust) record
- New Rebate records
- New Items

Monitor the RebateVendor@ Inbox, as well as the UPS and FedEx inboxes on Green, to retrieve requests

Handle Pallet purchase transactions:

- Create the transaction in NS, SO to Purchaser, PO to FedEx
- Invoice the Purchaser
- Bill to pay FedEx

Manage the Recycler relationship:

- Recyclers deducting freight and handling charges from rebates
- Accuracy and timeliness of material quantities reported
- Holding Recyclers accountable



simplify | consolidate | save

Monitor overall data accuracy and margin of the program

Recognize opportunities for growth and process improvement

Assist in Rebate AR

Qualifications

1-3 years client relationship experience

Strong presentation skills

Extremely detail oriented

Self-Starter

Strong analytical and project management skills

Ability to work in a fast-paced environment

Ability to multi-task effectively

Plans and carries out responsibilities with minimal direction

Strong verbal and written communication skills

Proficient in excel, word, PowerPoint, and NetSuite

Job Type: Full-time

The ideal candidate will have excellent verbal and written communication skills, be self-motivated and able to work independently, and be organized and flexible. Persistent follow-up skills are essential. Must be PC proficient, including database management, email, and internet-based systems. Hourly Wage dependent on experience. Benefits include Medical and Dental insurance, 401k and paid vacation and holidays.