

Pallet Team Leader

The Pallet Team Leader serves as a key leader within our Customer Service team. This individual will lead 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, strategic initiatives, driving revenue growth, client satisfaction and profitability. In addition, this position interacts regularly with all departments within Waste Harmonics.

Responsibilities

Responsible for team managing, supporting, and servicing the needs of an assigned group of clients generating the schedule material pickups for customers generating the materials outlined above.

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

Resolve escalated issues with customers/recyclers as needed

Assist in training Vendors in entering counts/weights into the Portal

Approve counts/weights entered into the Vendor Portal

Refer new service opportunities to the Sales Team

Manage new relationship setup

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

Manage 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

Monitor overall data accuracy and margin of the program

Address client concerns and ensure the resolution of issues in a timely manner with follow-up

Responsible for all client communications and compliance on client deliverables



simplify | consolidate | save

Working closely with other members of the organization, support and lead strategic initiatives to improve client satisfaction, revenue growth and profitability

Assists with gathering client data and preparing client presentations

Retain accounts through the development of strong relationships with key client contacts

Responsible for analyzing and reporting monthly financial results as well as monitoring client satisfaction levels

Assists Management with monitoring client contract terms and contract renewals

Manage team members activities to insure all are meeting daily goals and objectives

On-going team member training and development

Implement process improvements

Assist in Rebate AR

Qualifications

3-5 years client relationship and/or account management 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.