

Customer Service Representative

We are a fast growing company in search of a high energy Customer Service Representative. Primary responsibilities include scheduling permanent and temporary service for commercial customers, researching and resolving service problems, and coordinating schedules with vendors. There is constant telephone and email contact with customers and vendors in a fast-paced environment, and persistent follow-up is required.

Other duties may include assisting with special projects, resolution of billing discrepancies with vendors, and other tasks as assigned. We work as a team and everyone is expected to pitch in as needed – we all take out the trash!

Customer Service Duties include:

- Provide excellent service to every customer, via telephone and email
- Schedule service requests
- Maintain accurate and detailed records
- Communicate with customers and vendors in a professional and respectful manner
- Work with vendors to ensure proper service levels are established and maintained

Previous customer service experience is required; waste industry experience is a plus! 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. Associates degree or equivalent experience required.