

# **JOB DESCRIPTION**

## **CAGLIA ENVIRONMENTAL LLC**

Division: CE

Position: Customer Service Representative

Location: Madera County

Reports to: Administrative Supervisor

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### **Basic Functions:**

Assist the Administrative Supervisor and Operations Manager in all aspects of both internal and external customer service operations. Field customer calls for service, changes, and complaints; update and submit required reports in a timely manner.

### **Principal Duties & Responsibilities:**

- Performs daily updates of the bin placement list.
- Verifies all tickets, route sheets, cover sheets and other paperwork is completed properly and submitted by the drivers on a daily basis.
- Maintains accurate and detailed information derived from customer calls.
- Quotes rates for service when appropriate.
- Completes data entry of route productivity and maintenance statistics as required.
- Maintains training records.
- Performs billing functions as requested.
- General accounting functions as requested.
- Other special projects, implementations and tasks as assigned.
- Always maintain confidentiality of all verbal and/or documented customer information.

### **Core Competencies**

- Focus on servicing the customer – manage high call volumes
- Focus on quality and detail
- Display professional telephone techniques
- Produce results and manage work/time

### **Required and Preferred Qualifications (Skills, Education and Experience)**

- High School Diploma
- Job related courses and/or 1-year related experience
- Excellent PC, data entry, MS Windows and Excel skills
- Ability to pass a random drug screen
- Ability to work in fast paced environment with demonstrated ability to juggle and prioritize multiple, competing tasks and demands
- Demonstrate a high level of interpersonal skills necessary to handle sensitive customer situations
- Must be able to read and speak English and follow written and verbal instruction; bilingual a plus
- Excellent ability to communicate and interact with customers and with all levels of company personnel