

Position: Customer Service Representative II



Position Classification: Full time- Hourly/ Non- Exempt

Position Reports to: Customer Service Manager

Position Supervises: None

Position Summary

Act as a liaison between Ingenium and customers at a branch level to ensure all customer inquiries are addressed in a sufficient and timely manner. Assist internal personnel with various tasks to ensure proper completion of all projects.

Responsibilities

Duties include but are not limited to the following:

Essential function(s)

- Answer incoming calls, screen, and transfer to appropriate staff members.
- Ensure client data is accurately entered and maintained in all internal systems.
- Complete account setup and new vendor paperwork for clients.
- Ensure pricing and billing terms are accurately entered and maintained in all internal system.
- Prepare Master Service Agreements, Contract Renewals, Quotes and Estimates.
- Contact customers to obtain accurate service inventories and service needs.
- Prepare and submit sales orders for servicing requests through internal systems.
- Run project log and status reports.
- Create and submit new and revised waste stream profile requests.
- Obtain knowledge of services, prices, delivery time, special projects, various marketing and promotional services, and similar data, as required.
- Focus efforts on managing accounts for assigned branch.
- Respond to customers' requests via telephone or email, including but not limited to:
 - Scheduling adjustments
 - Questions related to orders
 - Technical questions
 - Pricing and invoicing inquiries
- Route customer requests internally to provide appropriate and accurate responses.
- Resolve service problems by clarifying the customer's complaints/needs; determining the cause; selecting and explaining the best solution; expediting the request and following up to ensure resolution.
- Act as a liaison with Data Department to compile monthly, quarterly and yearly shipment and spend reports.

- Other duties as assigned by supervisor.

Non-Essential function(s)

- Inform clients of pricing changes, profile discrepancies, waste rejections, etc.
- Assist with reconciling service paperwork when needed.
- Complete customer touch point programs.
- Act as liaison with other internal departments to ensure project completion.

Qualifications and Experience

- 2-4 years' progressive experience performing a variety of office, administrative and customer service tasks.
- Previous experience in environmental services and Salesforce CRM preferred but not required.
- Excellent communication skills including written, verbal, listening, and customer service skills with the ability to effectively communicate with and work well with others in order to manage projects, etc.
- Must have a positive attitude.
- Must exude professionalism, possess a strong Customer Focus.
- Pleasant telephone manner with an upbeat and friendly demeanor.
- Ability to project a calm and professional demeanor regardless of the type of environment (calm, fast paced, high stress) or type of clientele with the ability to effectively manage stress.
- Exceptional organizational skills with a high consideration to detail and accuracy.
- Excellent communicator with the ability to properly and effectively inform others; strong supply management, reporting, and inventory control skills.
- Resourceful, self-motivated with a sense of urgency and strong work ethic.
- Capable of regularly using good judgment and problem solving skills to accomplish goals and work requirements.
- Able to effectively manage processes and analyze information.
- Adept at time management.
- Able to work with finite deadlines.
- The ability to work independently as well as in a group environment.
- Trustworthy, honest, respectful, and flexible.
- A desire to learn and advance in a fast-paced environment.
- Must be able to be entrusted with confidential information.
- Proficient computer skills working with various office equipment, computers and various programs including Word, Outlook, PowerPoint, Excel, etc. and the ability to effectively work on spreadsheets, word processing, networking, and e-mail programs.
- Previous experience in environmental services and Sales preferred but not required.
- Authorized to work in the United States for any employer.

Core Competencies

Customer/ Client Focus

Customer Service Representatives must have laser focus on getting results for the customer. This means they must be proactive and not wait for the customer to notice they are not on track to achieving a particular goal. They must have a “no excuses” mindset. They do what needs to be done. They coordinate multiple resources to the achievement of the decided upon outcome. They will take the blame for failures and give credit to the team for successes because they are driven by outcomes not their ego. Customer Service Representatives must be able to read people and connect meaningfully with a variety of personalities. They must understand that all progress is made through relationships.

Time Management

Customer Service Representatives use time to their advantage. They schedule specific times to complete tasks, avoid procrastinating, prioritize their tasks in line with department deadlines and goals, start their most difficult tasks first thing in the morning, follow up on requests, and use downtime for planning and preparation. They break up projects into specific action steps and keep the process moving. They keep organized records for quick reference when completing tasks. A large part of time management for Customer Service Representatives is to understand the scope of a project before beginning work on it. Customer Service Representatives understand their tasks, why they are performed, and how they fit into the big picture.

Communication

Customer Service Representatives have strong communication skills. They provide regular updates to their customers, managers, and coworkers and they communicate the status of their projects. If they discover an issue, they ask for help when necessary and present potential solutions while discussing with their manager. They have strong verbal and written communication skills and are adept and knowing which form of communication should be used in each situation.

Team Work

Customer Service Representatives make their manager’s priorities their priorities and gain a reputation for taking extra steps even for small tasks and provide solutions rather than creating different problems. They assume that their manager is always pressed for time and has deadline to meet. They communicate what their planned priorities are but offer to help with more pressing matters if necessary. This flexibility and willingness to help wherever needed helps ensure that the department’s goals and deadlines are met.

Problem Solving/ Analysis

Customer Service Representatives analyze problems by gathering and organizing all relevant information. They identify cause and effect relationships and use sound judgment to make good decisions based on information gathered and analyzed. They also consider all pertinent facts and alternatives before deciding on the most appropriate action.

Technical Capacities

Customer Service Representatives have special and practical knowledge in business services areas. They use systems to organize and keep track of information or work progress. Carefully reviews and checks the accuracy of information in work reports provided by management, management information systems, or other individuals and groups.

Stress Management

Customer Service Representatives have the ability to keep functioning effectively when under pressure and maintain self-control in the face of hostility or provocation. They remain calm under stress and can effectively handle several problems or tasks at once. Controls his/her response when criticized, attacked, or provoked. Maintains a sense of humor under difficult circumstances. Manage their own behavior to prevent or reduce feelings of stress.

Education and Certifications

- Bachelor's Degree preferred but not required.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Most work is performed in a temperature controlled office environment.
- While performing the duties of this job, the employee is required to walk 10% of the time, stand 10% of the time and sit 80% of the time.
- The employee will occasionally lift and or carry up to 25 lbs.
- Employee may use computer, phone, copier, and other office equipment in the course of a day.
- While performing the duties of this job, the employee is occasionally required to use hand to finger, handle or feel objects, touch and use tools, reach with hands and arms, climb stairs, bend, stoop, twist, lift, reach, push, pull, grasp, balance, kneel, crouch, crawl, grasp, talk, hear, and walk during the course of employment.
- Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception and an ability to adjust focus.
- Employee may be required to travel for business purposes.

Environment

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing this job, the employee is exposed to weather conditions prevalent at the time. This may include warm, hot, or cold temperatures. The noise level in the work environment is moderate.

Work Schedule

As a non-exempt hourly employee, the employee shall work a designated schedule as assigned by management. Employee shall not work over 8 hours per day or 40 hours per week without prior authorization from management but if so, will earn overtime for any work performed in excess of 8 hours per day or 40 hours per week. Employee must also follow company's policies regarding required meal breaks.

Acknowledgement for Receipt of

Job Description

I have received a copy of this Job Description and have read and understand its contents. I understand that if I have any questions pertaining to this job description or my overall job duties, I will consult my supervisor immediately. Furthermore, based on business demands, I understand that the company may revise my duties at its discretion.

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Employee Information

Employees Name: _____

Employee Signature: _____

Date: _____

Supervisor Information

Supervisors Name: _____

Supervisors Signature: _____

Date: _____