



Customer Service Representative Job Description

This full time, hourly position is responsible for interacting with customers to provide and process information in response to inquiries, concerns and requests about programs and services for Sonoma County Resource Recovery customers. The overarching goal is to ensure excellent service standards and maintain high customer satisfaction on the phone, in writing, and in person. To apply please email resume to alissa@sonomacorr.com.

Job Type: Full-time

ESSENTIAL JOB FUNCTIONS: Duties may include, but are not limited to, the following:

- Effectively manage incoming calls, electronic and written inquiries regarding orders and service and ensure prompt, courteous and accurate responses.
- Dispatches and communicates with drivers to ensure prompt, courteous service.
- Greet and assist walk in customers for garbage, organics and recycling customers safely, productively and efficiently.
- Identify and assess customers' needs to achieve customer
- Investigate customer complaints, provide appropriate solutions and alternatives and follow-up on resolutions.
- Obtain and evaluate all relevant information to handle waste, recycling, organics and other service inquires.
- Provide service cost quotes and service information according to franchise contracts.
- Set up new customer accounts.
- Communicate in a professional and courteous manner with customers and coworkers either by telephone, electronically or in person.
- Create and process work orders for service additions or change requests.
- Organize workflow to meet department and customer timeframes.
- Handle calls from difficult customers in a professional manner.
- Direct unresolved issues to the designated resource.
- Keep records of customer interactions and transactions.
- Record details of inquiries, comments, complaints and actions taken.
- File documents in customer electronic files.
- Communicate and coordinate with internal departments.
- Follow policies, procedures, and guidelines.
- Provide feedback on the efficiency of the customer service process.
- Collect and process payments.
- Work closely with co-workers in a team environment.

- Demonstrate excellent attendance and punctuality.
- Performs other job-related duties as assigned.

PHYSICAL REQUIREMENTS

- Mobility within an office environment for indefinite periods of time.
- Involves sitting, standing, walking, reading, decision making, reaching above shoulder level, occasional lifting and carrying up to 20 pounds, using both hands for simple and firm grasping, climbing stairs and fine finger manipulation, e.g., keyboard and mobile phone skills.
- Requires clarity of hearing.
- Requires the ability to communicate clearly and effectively both in person, in writing, and by telephone and e-mail.
- Hours for this position are 8:30 a.m. to 5:30 p.m., Monday through Friday. Hours may vary depending on office needs. There may be occasional overtime and Saturday work.

KEY COMPETENCIES

Knowledge of:

- Microsoft office products including Excel, Word and Outlook programs.
- Customer service principles and practices.

Ability to:

- Analyze situations and adopt an effective course of action. Multi-task, prioritize, and manage time effectively.
- Become proficient with Soft-Pak, the company's customer management system.
- Learn the geography of the service area including the locations of streets, city/town boundaries, topographical and man-made hazards.
- Communicate clearly and concisely, orally and in writing in English.
- Strong phone contact handling skills and active listening.
- Demonstrate attention to detail.
- Demonstrate decision making and problem-solving skills.
- Establish and maintain effective working relationships with those contacted in the course of work.

TRAINING AND EXPERIENCE

- High school diploma or G.E.D. certification required.
- A minimum of one (1) year of customer service experience.
- Bilingual in Spanish a plus.
- Customer billing/collection processing experience preferred.

LICENSES AND CERTIFICATES

- Certificate of Qualifications with Microsoft Office programs, especially Word and Excel preferred.