



JOB TITLE: Customer Service Rep/Cashier

REPORTS TO: Senior Management

SUMMARY: Provide customer service support by answering phones, taking payments, starting new service, and making changes to existing Commercial, Industrial, and Residential accounts in Tulare & Fresno Counties; participates in monthly billing and annual clean ups.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following, but not limited to:

- Answer multiline phones and make courtesy calls to customers, when required
- Take & Post payment from customers via phone call or in person
- Completes daily cash deposits
- Gathers required information to open new accounts and make changes to existing accounts
- Handles all accounts, starts, stops, changes to accounts, and billing questions and rentals
- Communicate with Dispatcher and other staff to obtain information regarding bin/roll-off availability, status of work orders, and customer issues
- Documents customer accounts, calculates payment amount, and completes daily work orders
- Completes customer documents, e.g., rental & service agreements, welcome letters, etc.
- Assist with monthly and quarterly mailings that include folding, sorting, stuffing and sealing envelopes
- Complete daily work orders in customer service application
- Run daily works orders at end of day for next day dispatch
- Completes work order activities, toggles, retains, and files daily work orders
- Participates in annual County cleans up
- Adhere to all safety procedures
- Attend mandatory safety meetings, which may be scheduled outside regular hours
- Performs other duties as assigned

EDUCATION AND/OR EXPERIENCE:

- High school diploma or equivalent
- Office related training, customer service courses, or work experience in similar field

LANGUAGE SKILLS: Bilingual required – English and Spanish

REQUIRED SKILLS/COMPETENCIES:

- Must be computer literate and able to quickly learn and utilize company software
- Basic math skills; able to calculate totals and count cash back; able to balance cash drawer
- Able to clearly communicate in a professional and courteous manner
- Able to follow oral and written instructions
- Able to clearly and concisely document customer issues and resolution.
- Able to recognize and solve customer issues
- Flexibility in work hours
- Able to multitask while adhering to scheduled and unscheduled deadlines

WORK ENVIRONMENT:

- This position, at times, can be high pressure; employee is regularly exposed to office settings with an inflow of customers; some customers may be upset and confrontational; requires ability to stay composed and non-confrontational