PEÑA'S DISPOSAL SERVICE
PENASDISPOSAL.COM (559) 528-3909
LEADING THE WAY TO ZERO WASTE!

JOB TITLE: Customer Service Rep/Cashier

REPORTS TO: General Manager

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 for work ups and service agreements to open new accounts and make changes to existing accounts
- Enters work ups and service agreement information in customer service application
- Handles all accounts, starts, stops, changes to accounts, and billing questions
- Communicate with Dispatcher and other staff to obtain information regarding bin/roll-off availability, status of work orders, and customer issues
- Handles customer rentals and updating of customer service agreements
- Documents notes on customer accounts using proper codes
- Completes Welcome letter for customer signature & makes copy for customer
- Scans copies of service agreements, work ups, and Welcome letter for placement in customer online folder
- Calculate customer payment amount and count change back to customer
- Answer multiline phones and make courtesy calls to customers, when required
- Assist with end of month billing, quarterly newsletters, and rate increases by stuffing, sealing, and sorting 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
- Works at Dinuba satellite office providing Customer Service
- Participates in annual County cleans up
- Adhere to all safety procedures
- Attend mandatory monthly 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:

- Computer literate: must be able to quickly learn and utilize company software
- Mathematical skills: able to calculate totals and count cash back; able to balance cash drawer daily
- Communication skills: 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
- Reasoning ability: able to recognize and solve customer issues

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