

Customer Service Representative Grade M

The Customer Service Representative is a non-exempt full time position. This position reports to the Office Manager and will provide customer service to residents and maintain the customer accounts for residential services.

RESPONSIBILITIES

- Responsible for all daily aspects of Accounts Receivable
- Maintain A/R COG customer lists and accounts
- Maintain information in routing software
- Preparation of monthly Recycling Services Billing and Reporting
- Assist A/R customers with requests/inquiries
- Reconcile Recycling Billing with Customer Service List (Quarterly)
- Answering telephones
- Handling customer inquiries and complaints
- Meeting and greeting visitors
- Running errands
- Receive, investigate and resolve inquiries/complaints from customers, haulers, elected and appointed officials, and regarding COG programs.
- Attend Authority and municipal meetings as necessary.
- Assist with development of website material, brochures, guides and other education materials
- Assist with preparation of information for newsletters and other public announcements.
- Assist in the updates of collection routes and participation audits.

REQUIREMENTS

- Ability to cooperate with staff and the public
- Ability to maintain a professional manner when dealing with the public
- Ability to prepare letters, correspondence, memos, and other reports
- Ability to organize, prioritize, and carry out office and field work with minimal supervision
- Ability to maintain confidentiality of information

EDUCATION AND EXPERIENCE

- A high school diploma or GED equivalency is required
- demonstrated experience in project management
- enthusiasm for the environment and civic responsibility
- proficient knowledge of Microsoft Office, data management and record keeping
- database knowledge preferred
- A valid PA driver's license
- Must be capable of attaining PA Professional Recycling Certification with three years of hire.