



<b>Job title</b>	<i>Residential Customer Service Representative</i>
<b>Reports to</b>	<i>Marketing &amp; Communications Manager</i>

### **Job Purpose**

As a Residential Customer Service Representative (CSR), you are an essential part of our team, helping to deliver exceptional service while embodying our vision, mission, and core values.

Our vision is to become the recognized standard for operational excellence, safety, customer satisfaction, community involvement, and ethical leadership that others in our industry are measured.

Our mission is to grow and prosper by serving God, developing an exceptional team, and providing a proven level service that holds true to our core values.

Core Values: Trust, Relationships, Integrity, Service, and Stewardship

### **Duties and Responsibilities**

The Residential Customer Service Representative is the primary point of contact for our potential and current residential customers. Your mission is to provide exceptional customer service by addressing inquiries, resolving issues, and helping customers make informed decisions about their waste management needs.

Duties include but are not limited to:

#### **Trust**

- Provide accurate and honest information to customers regarding services, policies, and billing.
- Follow through on commitments and ensure timely resolution of customer issues.
- Safeguard the confidentiality of customer and company information.

#### **Relationships**

- Engage with customers in a courteous and professional manner, actively listening to their concerns, questions, and feedback.
- Provide timely and effective solutions to customer inquiries, complaints, and service requests, demonstrating a commitment to problem-solving and issue resolution.
- Collaborate with internal teams to schedule service pickups, resolve missed pickups, and coordinate special service requests as needed, including office and driver staff.
- Act as a valuable conduit for customer feedback and suggestions, sharing insights with the team to continually improve services and processes.

#### **Integrity**

- Uphold ethical standards in all customer and team interactions.
- Admit mistakes promptly and take responsibility for resolutions.
- Maintain accurate and up-to-date customer account information, ensuring that billing, service requests, and account changes are processed efficiently and accurately.

## Service

- Educate customers on our waste management services, including waste collection schedules, policies and procedures, different service variables, and any new initiatives, ensuring customers are well-informed.
- Assist customers with billing inquiries, payment options, and account adjustments, aiming to facilitate transparent and stress-free financial transactions.
- Actively promote our services to potential customers, highlighting their value and benefits.
- Assist new customers in signing up for waste management services.
- Identify opportunities to upsell or cross-sell additional services to existing customers.
- Work with the Marketing & Communications Manager to implement strategies that attract and retain customers.

## Stewardship

- Use company resources, time, and tools effectively.
- Represent County Waste Service with pride and professionalism at all times.
- Maintain detailed records of customer interactions.
- Stay informed about company policies and procedures as well as local, state, and federal waste management regulations and guidelines to provide accurate information and ensure customer compliance with these regulations.

## Qualifications & Skills

### Skills include:

- Proficient and professional in communicating across various channels, including phone, text, email, social media, and in person interactions
- Ability to manage multiple tasks and priorities effectively in a fast-paced environment
- Strong problem-solving abilities
- Patience and empathy when dealing with customer concerns
- Organized and detail-oriented for accurate record-keeping
- Type 60 WPM
- Flexibility to adapt to changing customer needs and inquiries
- High School Diploma or equivalent
- Reliable Transportation
- Proficiency with Microsoft Suite
- Ability to quickly adapt and learn new software programs and web-based platforms

## Working Conditions

The Residential Customer Service Representative may work in various conditions and can be exposed to extreme heat, cold, humidity, precipitation, dusty conditions, mechanical parts, electrical hazards, hazardous chemicals, and noxious fumes and odors in both indoor and outdoor environments. Travel and working in various locations may be required occasionally.

<b>Employee Signature</b>	
<b>Manager Signature</b>	
<b>Date Approved</b>	