

**JOB TITLE:**

Customer Service Specialist

LOCATION:

Recycle Ann Arbor, 2420 S. Industrial Hwy. Ann Arbor MI 48104

FLSA STATUS:

This position is considered part time, non-exempt position for purposes of federal wage-hour law.

Hours are 9:30am – 2:30pm Monday - Friday

JOB DESCRIPTION:

This position reports to the Curbside Manager and acts as first point of contact for all customer service and performs a variety of administrative duties for the CEO.

Essential Duties and Responsibilities include the following:

- Greet customers, by phone or in person, and answer a diverse range of questions from general to specific regarding recycling options, community recycling recourses, and hours of operation. When questions cannot be answered, route calls to appropriate staff member;
- Provide communications with all drivers through base station 2-way radio and respond to driver requests including, but not limited to, assigning missed pickups to drivers and job assignments;
- Report missed pick-ups and other relevant service issues to the City of Ann Arbor through CityWorks;
- Follow up calls to businesses and residences related to service issues reported by drivers;
- Customer service for existing customers:
 - Making decisions relating to customer requests
 - Entering requests into database for further action (i.e. cart delivery or pick up etc)
 - Provide data entry and report generation as necessary
- Volunteer screening:
 - Ask interested volunteers if doing it for requirement:
 - If court-ordered, give info about volunteering at ReUse or DOS
 - Forward group volunteer information to Zero Waste/Outreach Coordinator.
- Monthly Reports for weights from the City of Ann Arbor, including monthly purchases of recycle carts,
- Fleet Maintenance work orders monthly for the City of Ann Arbor invoicing.
- Provide administrative support to the CEO
- Manage office and equipment including copier, postage machine, etc.
- Manage cleaning service and coffee vendor
- Responsible for keeping the reception and conference areas clean and organized
- Check Drop-Off Station voicemail messages
- Other duties as assigned.

JOB REQUIREMENTS:

The successful candidate must possess the following job requirements:

- High school diploma/GED required
- Must have sufficient knowledge of the company's organization, policies and personnel to make minor administrative decisions exercising independent judgment
- Ability to work within and contribute to a teamwork environment
- Ability to communicate with a diverse customer base, and have exceptional, demonstrated customer service skills
- Maintain a professional appearance and attitude
- Be flexible and adaptable to change
- Ability to occasionally lift up to 35 pounds
- Have reliable transportation
- Possess a valid driver's license
- Two to four years related experience and/or training; or equivalent combination of education and experience preferred

How to apply: Send cover letter and resume to nicolem@recycleannarbor.org