



Jerome L. Taylor Trucking, Inc. is looking for a **Customer Service Representative** to join the team at our hauling location in **Upper Marlboro, Maryland**. The Customer Service Representative (CSR) fields calls from Customers and works to resolve problems they raise concerning service or billing. A successful CSR must understand waste collection business and our customer base, so they can resolve various types of customer issues. Customer Service Representatives must show empathy or sensitivity to the customer regarding the issue at hand.

What We Offer –

- We provide an **essential service** to the communities we serve. Garbage is very stable and we work year round!
- Good pay, family benefits, 401(k) with company match, vacation, and a great management team.

Job Duties:

- Works in conjunction with other departments to resolve customer disputes.
- Effectively communicates issues, needs and opportunities with customer service employees and other managers & solicits sale of new or additional services.
- Interviews customers and records interview information into computer.
- Talks with customers by phone or in person and receives orders for installation, turn on, discontinuance, or change in service.
- Fills out contract forms, determines charges for service requested, collects deposits, prepares change of address records, and issues discontinuance orders.
- Take payments, bank deposits, key word orders, keys production paperwork and general office duties
- Adjusts complaints concerning billing or service rendered, referring complaints of service failures to designated departments for investigation.
- Demonstrates the knowledge and effective use of software applications. These systems should include as a minimum, MS Word and Excel.
- Delivers services to customers in a manner that promotes goodwill. Interacts with customers and Waste Connections employees to determine service requirements, resolve problems or complaints, and seeks cost-effective, safe environmentally sound solutions to service issues.

Requirements:

- 2 years of Customer Service experience in a high call volume atmosphere.
- High school diploma or equivalent.
- Experience with Microsoft Word, Excel and E-Mail, proficient in 10 key, keyboarding and typing skills a must.
- Excellent verbal communications skills.