



**(248) 391-9446**  
**3500 Giddings Road, Lake Orion, MI 48359**

**Job Description: Customer Service Representative**

**Reports to:** EWS Managers

**Essential Job Functions:**

- Enter accurate customer data (including customer, address, credit card) into the computer system while taking orders.
- Provide availability, size, and pricing information to customers regarding temporary dumpster rentals.
- Facilitate communication between customers, drivers, and management to ensure seamless day to day operations.
- Work with customers to solve basic issues without management intervention.
- Report customer complaints and issues to the proper team members to facilitate issue resolution.
- Follow up with customers who have inactive cans to generate additional revenue.
- Assist with the scale during high volume times.
- Utilize idle time to generate and cultivate leads.
- Protect business by maintaining confidential information.
- Maintain regular and reliable attendance and presence at work.
- Must possess excellent interpersonal skills.
- Effectively perform responsibilities under a high level of stress.
- Operate in a constant state of alertness and safe manner.
- Perform other duties as assigned by management.

**Preferred Qualifications/Experience/Education**

This position prefers a minimum of a high school education or GED and preferable 3-5 years of position related experience.

Good Organizational and Housekeeping skills are required.

**Reviewed and Approved By:**

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Manager Signature: \_\_\_\_\_

Date: \_\_\_\_\_

This job description is a general description of essential job functions. It is not intended to be an employment contract, nor is it intended to describe all duties someone in this position may perform. All employees are expected to perform tasks as assigned by Supervisory/Management personnel, regardless of job title or routine job duties.