



Customer Relations Supervisor

Overall Responsibility

Under direction of the Customer Service Manager, supervises and directs the activities of the customer service representatives to ensure policy and procedures are being followed. Applies knowledge of industry best practices, franchised contract agreements, internal policies and local and state laws to provide courteous customer service backed by knowledge and expertise. Responsibilities include regular contact with customers, operating personnel, and company staff to promote and maintain a high level of customer service. The work is performed within a busy office environment. The person in this position is also required to conduct investigations resulting from the public inquiries and comments. In addition, the person in this position will help manage information systems utilized within the department by customer service employees, and will prepare department reports, and contribute recommendations to increase efficiency and productivity. The person in this position works closely with the Chief Administrative Officer (CAO), Chief Financial Officer (CFO) and the Vice President/General Manager, the Director of Compliance, Customer Services and Communications and department and other management employees.

The position is Non-Exempt.

Supervision Received and Exercised

This full-time position reports to the Customer Service Manager. The person in this position provides oversight of customer service employees to ensure excellent customer service and adherence to policies and procedures. This position, and may provide limited direction to Outreach staff and support staff and/or interns.

Key Tasks and Responsibilities

Including but not limited to:

- Implements and monitors adherence to policies & procedures.
- Monitor and identify areas for possible improvement by suggesting and designing procedural change.
- Oversees personnel needs of the customer service department including coaching/training employees and evaluating employee performance and creating corrective action plans.
- Delegates tasks between CSR's.
- Provides any updated policies and performs training on such.

- Investigates and resolves escalated customer service inquiries.
- Communicates between departments. Communicates with customers, peers, subordinates, supervisors and managers from all departments about current customer service standards.
- Monitors and evaluates customer service performance standards. Offers input into compensation and promotion decisions.
- Strives to maintain harmony among co-workers and enhance team morale.
- Addresses customer questions and resolves complaints through a combination of telephone service, computer data entry, billing, balancing and reconciling customer payments.
- Prepares requested reports and performs related word processing, data entry/or clerical duties, as appropriate.
- May provide coverage for accounting department for jurisdictional stop service for non-payment reports.
- Ability to perform tasks with minimal reliance on direct supervision.

Skills and Attributes

- SOFT-PAK including knowledge of applications within the program.
- Microsoft Office suite of applications including Excel and Word.
- Principles of personal training, supervision and evaluation.
- State and local laws within the industry.
- Passion for resource conservation philosophy.
- Ability to delegate tasks to the appropriate team member.
- Define issues and focus on achieving workable solutions.
- Demonstrate strong proficiency and knowledge in all areas of customer service.
- Strong communication skill in both writing and verbally.
- Define challenges/opportunities.
- Build trust within your team.
- Offer constructive feedback and appraisal when necessary.
- Motivate others to achieve tasks and to develop a culture where employees feel ownership and pride in what they do.
- Increase customer satisfaction by offering supreme customer service and problem solving backed by knowledge, professionalism and expertise.
- Offer dissatisfied customers a solution in a courteous manor while still adhering to policy.

Education/Experience

- High school diploma or GED required.
- Bachelor's degree preferred.
- Three years of related customer service experience.
- Preferred one-year minimal experience as a lead or supervisor in a customer service department.

- Graduate of San Rafael Leadership Institute (or certification in progress)
- Enrollment and/or completion of CRRC Leadership & Management Program within one year of hire date.

Physical Demands

- Mobility within an office and a field environment for indefinite periods of time.
- Involves working in a waste and hazardous waste collection, disposal, and materials recovery and recycling environment.
- Involves working in an environment with farm animals and plant materials.
- Involves sitting, standing, walking, reading, decision making, reaching above shoulder level, occasional lifting and carrying up to 20 pounds, using both hands for simple and firm grasping, climbing stairs and fine finger manipulation, e.g., keyboard and mobile phone skills.
- Requires clarity of hearing.
- Requires the ability to communicate clearly and effectively, in person, in writing and by telephone and email.
- Requires use of mobile media devices such as cell phones and tablets with data plan reimbursement.
- Works full-time (40 hours per week) Monday – Friday, and occasional weekends or evenings.
- Required local travel to and from businesses and meeting sites will be reimbursed.
- May be called into work during emergencies.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Position Type and Expected Hours of Work

This is a full-time position. Works Monday-Friday during regular office hours. Occasional evening, weekend, late night or early morning hours morning hours may be necessary for meetings.

May be called in to work on Sundays and during emergencies.

Travel

No travel is expected for this position.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Signatures

This job description has been approved by Management:

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee Signature _____

Date _____