

## **Customer Service Specialist**

The Compost Facility Customer Service Specialist is responsible for the material sales, cash handling, customer interaction and traffic control at the facility. Provides daily, weekly and monthly reports to the Compost Facility Supervisor. The Compost Facility Customer Service Specialist reports to the Compost Facility Supervisor.

### **Essential Job Functions:**

- Operates computer/sales equipment on site for cash handling system.
- Visually monitors incoming material to ensure compliance with VPPSA material acceptance rules as well as ensuring compliance with State mandates precluding acceptance of certain materials.
- Maintains customer information database and maintains accurate daily totals of incoming and outgoing material.
- Performs all duties associated with the cash handling system.
- Directs traffic.
- Receives and responds to a wide variety of inquiries regarding disposal of yard waste and white goods. Provides information on cost and availability of mulch and compost for distribution to residents and sales to commercial entities.

### **Additional Job Functions:**

- Maintains records of equipment daily maintenance, windrow management, fueling amounts and other operational activities.
- Performs other duties as assigned.

### **Classification:**

The Compost Facility Customer Service Specialist position is a regular full-time position, eligible for overtime pay.

### **Work Conditions:**

Normal work hours are five (5) days per week, forty (40) hours per week. Additional work over forty hours per week is authorized. Will report to work at the Compost Facility. Work will be conducted both outdoors and in the customer service building. Includes weekends and Holidays

### **Education, Training and Experience:**

Graduation from high school and one year of experience in either retail sales or in the operation of computer equipment, or any equivalent combination of training and experience which demonstrates the required skills, knowledge, and capabilities.

**Knowledge, Skills and Abilities**

Requires the ability to speak clearly to convey or exchange information. Includes receiving instructions, assignments, and/or directions from superiors.

Requires the ability to read and complete simple forms. Requires the ability to prepare time sheets and leave slips using prescribed format.

Requires the ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagrammatic form; to deal with problems involving several concrete variables in or from standardized situations.

Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in standard English.

Requires the ability to add and subtract.

Requires the ability to inspect items for proper length, width, and shape.

Requires the ability to handle a variety of items, such as hand tools. Must have minimal levels of eye/hand/ foot coordination.

Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under minimal levels of stress.

Requires the ability to speak and hear. Must be able to communicate clearly via telephone.

**Physical Requirements**

Must be able to lift in excess of 50 pounds occasionally and in excess of 25 pounds frequently to move objects and periodically climb a step ladder to inspect larger vehicles.

- Must be able to hold/carry 15 to 25 lbs occasionally
- Must be able to stand for 6 to 8 hours per day frequently
- Must be able to sit 5 to 7 hours per day occasionally
- Must be able to operate a compactor
- Must be able to operate a motor vehicle

**Special Requirements:**

Must possess a valid Virginia driver's license. Must have and maintain a good driving record.

Proficiency with Word, Excel, PowerPoint, QuickBooks Point of Sale and the use of the internet.