

**JOB TITLE:**

Customer Service Assistant

LOCATION:

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

FLSA STATUS:

Part-time (up to 40 hours per week), temporary position currently funded through mid-May 2010. This will be a non-exempt position.

JOB DESCRIPTION:

Reporting to the Community Outreach Manager, the successful candidate will handle a multi-line phone system taking cart orders from residents of the City of Ann Arbor.

Essential duties include:

- Handle all incoming calls on single stream recycling cart orders;
- Maintain database and spreadsheet files with cart orders;
- Provide general customer service to customers and employees.

Other duties as necessary:

- Take customer complaints, report missed pick-ups, schedule special pick-ups, tote/cart deliveries, cardboard pick-ups and collect messages for staff members as needed;
- Research and organize material assigned by supervisor;
- Assist with general office duties and special projects as assigned by supervisor.

JOB REQUIREMENTS:

The successful candidate must possess the following job requirements:

- An Associate's degree or three to four years of experience answering multi-line telephone systems;
- Above-average computer skills and knowledge of MS Office software is required;
- Writing competency;
- Excellent customer service skills;
- Ability to work within and contribute to a teamwork environment;
- Maintain a professional appearance and attitude;
- Be flexible and adaptable to change;
- Possess a valid driver's license.

APPLICATIONS:

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