

Customer Service Representative – Storage Focus

**Infoshred, LLC
3 Craftsman Road
East Windsor, CT**

Infoshred, LLC is the premier provider of secure document destruction and records storage services in Southern New England. Located in East Windsor, Infoshred is a family run, woman-owned business with 39 employees. We are dedicated to providing our customers with the highest level of security and customer service in the industry.

Infoshred is looking for a personable, self-motivated, and experienced customer service representative to provide excellent customer service and office support. We are looking for a candidate willing to learn, and embrace, the company philosophy. Candidate should have experience with Microsoft Office and multi-line phone systems. The position is comprised of both clerical and customer service tasks and requires the ability to prioritize a variety of tasks. Our ideal candidate is a team player, friendly and can work independently. We are looking for a candidate with excellent organizational and communication skills as well as the ability to work in a fast paced environment. If you are looking for a position at a dynamic company, in a fast growing industry, this position is well suited to meet your career objectives.

Overview:

This role is critical to the smooth execution of Infoshred's extreme customer service expectations. The role is customer facing, and high-level attention to detail is always expected.

Key Requirements:

- Storage specific items
 - Create work orders (O'Neil Software)/ ACT sheets from incoming customer calls
 - New set up, help with issues, customer files, account changes, scheduling pickups
 - Reconciliation / Billing
 - Data entry files / new boxes / transmittals
 - Cross-training with other Customer Service Reps will be expected
- Answer phones (target less than 4 rings)
- Assist with visitor check in / front door
- Shredding specific items
 - Fielding customer emails (follow up or general inquiries)
 - Assist with sales opportunities with existing customers (purgers, e-recycling etc.)
 - Create work orders / ACT sheets from incoming customer calls, quote all purges
 - Confirm scheduled service dates on special services, ACT, EZShred Docs, e.g. purges, etc.
 - Customer drop offs- monitoring Simply Book Me website, producing sales orders & sign in/administration of drop off
 - Customer service issue resolution (identify service details, research with driver, StreetEagle, etc.)
 - Driver Daily Route Sheets/Sales Orders- Reconciling, data changes, driver questions
 - White copies are separated from the yellow with white used for billing and yellow with inventory changes

- Closed customer stops on route sheets/ sales orders
- Sort sales orders by date and hang on board (on-calls, purges, special pickups, etc.)
- Check in/out paper trucks
- Support other projects and initiatives as needed

Critical Expectations:

- Build internal and external relationships; foster collaboration
- Work productively with all team members
- Align behavior with established Infoshred Core Values
- Report up regularly to ensure manager is kept in the loop on critical business issues as they arise
- Provide ideas and potential process improvement / cost saving ideas for exploration and further review
- Ability to multi-task with changing priorities

Key Competencies/Qualifications:

- Must comply with Infoshred's Core Values
 - Take personal responsibility
 - Show mutual respect
 - Do the right thing
 - Come to work with a can-do attitude
- 2-5 years customer service experience in a high call volume environment required
- High school diploma or equivalent required, 2-year degree preferred
- Should be comfortable with Microsoft products including Windows, Excel, Word, PowerPoint, Access a plus
- Should be comfortable with learning new computer systems or concepts
- Ability to work in open office environment while managing through distractions
- Ability to accommodate shifting priorities
- High quality oral and written communication skills
- Ability to work with a broad spectrum of personalities, varying backgrounds and work experience

Infoshred offers a competitive benefits package including medical, dental, and life insurance; short term disability insurance; Simple IRA retirement savings plan with company match; holidays; vacations; and sick pay. Compensation will be commensurate with skill level and experience.

Full time position, 8:00 – 5:00pm Monday – Friday. Candidate must be a US Citizen and be able to pass a pre-hire drug test and background screen. At this time we are considering only local candidates who are able to work without employer sponsorship. No agencies or phone calls please. Only those candidates whose experience best meets our requirements will be contacted.

Infoshred is an Equal Opportunity Employer.