

# METRO WASTE AUTHORITY CUSTOMER CARE SPECIALIST

Incumbent's Name:

Department: Public Affairs

Title: Customer Care Specialist: Scale Office

FLSA: Non-Exempt

Date: October 2020

Reports To: Customer Service Lead

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## PURPOSE OF POSITION

The Customer Care Specialist provides exceptional internal and external customer care in a fast-paced environment at Metro Park East Landfill and other Metro Waste Authority facilities, based on agency needs. Answers phones, greets, processes, and directs customers for proper disposal of material. Performs general accounting duties for credit and cash customers. Responsible for opening and closing the scale house according to procedure.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

**The following duties are normal for this position. Duties and responsibilities are listed to reflect a sense of key priority. They are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

1. Facilitates a positive customer experience at Metro Park East and other Metro Waste Authority facilities based on agency needs, while providing excellent customer care in a tactful and effective manner while projecting a courteous, patient, helpful, and positive attitude.
2. Greets customers, inputs customer and waste information, prepares tickets, accepts payment, notifies traffic director of incoming special waste and directs customers to proper location
3. Provides courteous external and internal customer care per MWA customer care expectations and standards. Responds to questions about Metro Waste Authority services and initiatives in person, by phone, and email.
4. Counts coin and currency, records checks, documents credit card transactions, records coupon sales, and completes the daily deposit spreadsheet. Explains discrepancies and creates tickets for short transactions to move funds from cash to an internal charge account.
5. Updates customer's vehicle information, and other account information. Produces Waste Works reports as required for management.
6. Completes opening/closing procedures at the Metro Park East Landfill Scale Office. Maintains supplies, sorts and distributes incoming mail and faxes. Prepares outgoing mail for courier service between facilities or delivers directly to the Post Office.
7. Understands the Environmental Management System (EMS) policy and what it means to MWA. Understands how this position and job responsibilities impacts the environment and what can be done to improve. Recommends improvements through the suggestion box, to the EMS Core Team, or the MWA Management Team in cases where this position does not have the authority to make improvements.
8. Troubleshoots problems with computer/office equipment as necessary.

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9. Demonstrates an understanding of MWA's values (Leadership, Integrity, Positivity, Teamwork, and Innovation) and applies them to the position, and assigned responsibilities, as well as to all interactions with customers and co-workers.
10. Performs other special projects, duties, and responsibilities as assigned.

### **MINIMUM TRAINING AND EXPERIENCE REQUIRED TO PERFORM ESSENTIAL FUNCTIONS**

Position requires:

- High school graduate, with 3 years of general office experience, customer care and computer proficiency.
- Valid Iowa driver's license.

### **MINIMUM PHYSICAL AND MENTAL ABILITIES REQUIRED TO PERFORM ESSENTIAL FUNCTIONS**

#### **Physical Requirements**

Position requires:

- Frequently sitting or standing, and reaching
- Some requirements outside the scale office: standing, climbing, lifting and carrying objects weighing up to 50 pounds, directing traffic.
- Ability to identify and distinguish objects at 20 inches or less and at 20 feet or more.
- Frequently handles objects weighing up to five pounds and occasionally lifts and carries objects weighing up to 50 pounds.
- May be required to work longer than eight hours per day, will be required to work some Saturdays.

#### **Cognitive Demands**

Position requires:

- Practical working knowledge of the principles and practices utilized in inputting accounting and statistical data into financial records, maintaining various journals, work papers, schedules and reports, account verification, and maintenance and reporting.
- Knowledge of basic computer applications for processing operations and general office practices and procedures relating to internal operating systems.
- The ability to add, audit, balance, check, code, count, divide, enter, group, itemize, list, match, multiply, post, sort, subtract, tabulate, total, and verify various transactions into accounts and numerical records through application of established arithmetic, bookkeeping, statistical, and other quantitative procedures.
- Ability to understand, implement, and enforce written and verbal instructions and policies.

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## Language Ability and Interpersonal Communications

Position requires:

- Good organization, attention to detail,, and the ability to work independently with limited on-site supervision.
- The ability to develop and maintain effective working relationships with Metro Waste Authority staff and the general public.
- Fluency in English with ability to hear and speak clearly and distinctly with appropriate pauses and emphasis, pronunciation, and variations in word order.
- The capacity to apply common sense understanding of the work processes, procedures, programs, and services required in order to carry out general, written, or oral instructions effectively.
- The ability to provide information, which is intended to inform, explain, and answer specific questions from employees and others outside the organization, which relate to MWA's policies and accounting procedures.
- Collaboration with colleagues and management in a group-oriented environment for betterment of the organization.

## Environmental Adaptability

Position requires that:

- Work is performed indoors, in the scale office, with frequent interaction with customers via a windowed opening.
- Job is not subject to significant occupational or environmental hazards. Likelihood of personal injury would be relatively slight. Environmental and work hazards are not present to a measurable degree other than periodic operation of an automobile.
- Limited exposure to toxic agents, such as pesticides and poisons, potentially explosive or other unknown risks from incoming materials, and odors from solvents and other chemical products.

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*I have carefully read and understand the contents of this job description. I understand the responsibilities, requirements, and duties expected of me. I understand that this is not necessarily an exhaustive list of responsibilities, skills, duties, requirements, efforts, or working conditions associated with the job. While this list is intended to be an accurate reflection of the current job, the Employer reserves the right to revise the functions and duties of the job or to require that additional or different tasks be performed as directed by the Employer. I understand that I may be required to work overtime, different shifts, or hours outside the normally defined workday or workweek.*

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

\_\_\_\_\_  
Date

\_\_\_\_\_  
Department Head

\_\_\_\_\_  
Date

Metro Waste Authority is an Equal Employment Opportunity Employer. In compliance with the Americans with Disabilities Act, Metro Waste Authority will provide reasonable accommodation to qualified individuals with disabilities and encourages prospective employees and incumbents to discuss potential accommodations with the employer.