



## Job Description

**Position:** Driver – CSP (Customer Service Professional)

### Company Overview

**PROSHRED®** Albany is a service-driven document destruction company dedicated to on-site paper shredding: one of the most secure, convenient and cost-effective methods for destroying and recycling confidential documents and materials.

### Company Culture

At **PROSHRED®** Albany, we are continually looking for bright, energetic, team-oriented individuals to join our rapidly growing national network of shredding franchises. As a fast-paced organization driven by entrepreneurs and innovation, **PROSHRED®** Albany offers a dynamic work environment that is both challenging and rewarding. There is no question that each employee plays a crucial role in the success of our business!

### Job Mission

As a team, our mission is to provide the most secure document shredding service available with New York's highest level of customer service. Our Customer Service Professionals are the face and specialists of our organization which our clients depend upon. Visit [www.proshred.com/shredding-process](http://www.proshred.com/shredding-process) for more information about what we do!

### Job Responsibilities

- Provide on time service to all accounts on daily service route
- Shred all customer documents in a secure manner as per company policy and procedure
- Adhere to **PROSHRED®** Albany and ISO policies and procedures
- Strictly maintain all company procedures for proper image and attire and decorum both inside and out of the customer's facilities
- Complete paperwork neatly, correctly and accurately at each stop
- Promote service to current customers to secure more business

- Promote service to casual enquiries to secure leads for sales reps
- Deal with customer concerns and complaints in a professional and courteous manner
- Deliver and install new containers in customer facilities as required
- Repair containers on site immediately if required
- Communicate with SOC on a regular basis to report daily progress
- Provide end of day paperwork in a complete and organized fashion as per company procedure
- Complete a daily safety check of the shredding vehicle and equipment and report any deficiencies immediately
- Make minor repairs to the shredding track and equipment as necessary
- Participate in monthly meeting and updates

**An ideal candidate for this role should have:**

- CDL "B" with airbrake endorsement
- Positive attitude, high energy level, self-motivated and flexible
- Ability to work early morning hours and long days
- Good knowledge of roads and routes in the market area
- Ability to lift 50 pounds and cart up to 300 pounds

Salary: \$16.00/hour, bonus potential of up to \$3,000 annually

**Requirements:**

CDL B License: 1 year

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**PROSHRED® Albany**

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