



Job Title: Customer Service Professional (CSP)
Reporting to: Franchisee
Location: Dallas/ Fort Worth

Position Summary:

The Customer Service Professional is responsible for servicing a busy route daily and providing excellent customer service to a variety of businesses. The operator of **PROSHRED®**'s state-of-the-art trucks will provide mobile document shredding services at the customer's business location and provide a document of disposal using a cost efficient and environmentally friendly shredding process. Working as part of a team you hold individual accountability to manage all your daily, scheduled customers in an efficient and timely manner while providing exceptional customer service and a positive attitude.

Key Responsibilities and Accountabilities:

- Provide daily, on time service to a busy route of existing and new customers
- Manage the shredding of customer documents at the customers facility in a safe and professional manner
- Promote service to existing customers to secure additional business
- Promote service to casual enquiries to secure leads for sales reps
- Manage all customer concerns in a professional and courteous manner
- Strictly maintain all company procedures and present a professional image and attire both inside and outside the customer facility
- Deliver and install new containers in customer facilities when required
- Keep truck maintained, clean and professional looking
- Adhere to **PROSHRED®** and ISO policies and procedures
- Partner with the Franchisee to ensure the requisite contributing margin targets are met on all routes
- Complete daily safety checks of the shredding equipment and vehicle and report any deficiencies
- Arrive at specified times to events and service appointments when applicable.
- Arrive on time to work. If more than 15 minutes late, must notify Franchisee via text or phone call with ETA to office.
 - o Job hours are Monday – Friday 7:30am to when route is complete. Saturdays and Sundays are as scheduled by Franchisee.



Qualifications

- **Background**
 - Commercial Driver's License (CDL)
 - Class B endorsement with airbrakes
 - Able to lift 25-30 lbs. on a regular basis
 - Able to lift 50 lb. on occasional basis
 - Excellent driving record-Provide Driver's Abstract
 - Experience in driving for a company and providing service to customers
 - Thorough understanding of driving safety standards and regulations
 - Geographic familiarity with Dallas/ Fort Worth and surrounding area preferred

- **Education**
 - High school diploma

- **Skills and Competencies**
 - Strong customer service focus
 - Good communication skills – verbal and written
 - Action oriented possessing a strong work ethic
 - Good organizational and process skill with ability to prioritize and problem solve independently
 - Strong time management skill
 - Positive attitude