

## **Customer Service Rep – Full-time OR Part-time**

ProShred Security - **Paoli, PA**

The Customer Service Rep will report to the Office Supervisor. This position is based in Paoli, PA, with some remote work flexibility. Average hours / week will depend on if hired for Full-time or Part-time.

Supports/Assists:

- Customers & Prospective Customers
- Office & Customer Service Coordinator
- Customer Service Professionals
- Sales Consultants
- Inside Sales Representatives

Primary responsibilities include, but not limited to:

Customer Support:

- Customer service and support – Timely, helpful, and effective response to customer requests coming from email, phone, sales personnel, etc.
- New client set-up
- Walk-in customer support including payment processing and periodic material handling

Service Scheduling/Routing

- Basic service scheduling for current and past customers

Administrative / Coordination

- Ongoing and proactive customer maintenance and communications
- Office supply management
- ISO Survey log updates

Sales

- Support Sales Team relative to scheduling and execution, as needed

Other

- Proprietary System utilization
- Assist with special projects as required
- Perform other duties as assigned

Qualifications:

- Strong customer service & communication skills and ability to empathize
- Ability to multi-task – manage information coming in from different directions simultaneously
- Ability to problem solve and provide timely response
- Strong Computer literacy – Microsoft word, Excel, Outlook

- Strong time management & organization skills
- Strong attention to detail
- Positive & enthusiastic attitude
- Dependable/reliable work ethic
- University Degree preferred, not required

ProShred Security provides information destruction, privacy compliance and recycling solutions to help its clients prevent unintended Data Breach, and to ensure privacy compliance (proshred.com/Philadelphia)

Job Type: **Full-time OR Part-time**

Job Types: Full-time, Part-time

Pay: \$20.00 - \$23.00 per hour

Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Disability insurance
- Flexible schedule
- Health insurance
- Life insurance
- Paid time off
- Paid training
- Vision insurance
- Work from home

Schedule:

- Monday to Friday

Supplemental Pay:

- Bonus pay
- Commission pay

COVID-19 considerations:

We've implemented all recommended CDC protocols & safe practices, including self-temperature screening, wearing masks, social distancing & ongoing sanitizing. We'll begin relaxing these protocols as more people are fully vaccinated.

Education:

- High school or equivalent (Required)

Experience:

- Customer Service: 1 year (Required)

