



Job Description

Position: Driver – CSP (Customer Service Professional)

Company Overview

PROSHRED® Springfield 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®** Springfield, 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®** Springfield 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!

Summary

A Customer Service Professional (CSP) is responsible for servicing a busy route daily and providing excellent customer service to a variety of businesses. The CSP is the face of the company for the customer. The operator of **PROSHRED®** trucks will provide on-site document shredding services at the customer's business location using a cost-efficient and environmentally friendly shredding process. Daily and regularly scheduled care and maintenance of the vehicle and shredding equipment is a responsibility of the CSP

Job Responsibilities

- Provide daily service to a busy route of existing and new customers
- Manage the shredding of customer documents at the customer's facility in a safe and professional manner
- Promote service to current customers to secure more business
- Promote service to casual enquiries to secure leads for sales reps
- Manage all customer concerns in a professional and courteous manner
- Build positive relationships with repeat customers
- Strictly maintain all company procedures and present a professional image and attire both inside and outside the customer facility
- Ensure **PROSHRED®**'s standards for customer service are being met
- Provide on time service to all accounts on a daily basis
- Communicate with Branch Administrator on a regular basis daily to report progress or any issues with schedules and timing of customer routes
- Shred all customer documents in a secure manner as per company standards
- Deliver and install new containers in customer facilities as required

- Repair containers on sight immediately if required
- Make minor repairs to the shredding truck and equipment if necessary
- Advise sales of opportunities noted when travelling and shredding
- Distribute marketing material as required
- Keep truck maintained, clean and professional looking
- Adhere to **PROSHRED@**, NAID and ISO policies and procedures
- Complete paperwork neatly and accurately and on time at each stop
- Provide end of day paperwork in a complete, organized fashion following company policy
- Work closely with the Branch Manager to ensure that they meet the requisite contributing margin targets on all routes
- Complete a daily safety check of the shredding vehicle and equipment and report any deficiencies immediately
- Attend monthly branch meetings and provide input

Requirements:

- High school diploma
- Minimum 2 years commercial driving experience
- Experience in providing service to customers in an independent role
- CDL License Class B with Air Brakes
- Ability to lift 50+ lbs.
- Ability to push/pull up to 300-pound wheeled container
- Good communications skills
- Geographic familiarity of routes/traffic pattern
- A thorough understanding of driving safety standards and regulations
- Customer Focus – Dedicated to exceeding the expectations of the customer. Acts with the customer in mind. Maintains effective relationships with customers and gains their trust and respect. Ability to build rapport quickly, establish relationships in a short time. Listens well, not defensive
- Time Management - Uses their time effectively and efficiently. Concentrates their time on the more important priorities. Gets more done in less time than others. Can attend to a broader range of activities

Salary: From \$18.00+ per hour

Job Types: Full-time or Part-time with incentives

--- --- ---

PROSHRED@ Springfield

Address: 75 Post Office Park, Wilbraham, MA, 01095

Phone: 1-413-241-5391

Email: Kevin.dorsey@proshred.com | Barry.sanborn@proshred.com

