Scalehouse/ Customer Service Manager
This position manages scale house operations to ensure compliance with Resource Recovery and regulatory/environmental policies and to ensure the accuracy and integrity of scale transactions, as well as customer financial interactions, customer informational communications (either group or individual), and ensures a positive customer experience.

Major Responsibilities and Activities

- Supervise and direct day-to-day activities of 4-6 weighmasters in two scale locations.
- Work closely with RIRRC’s Operations group to ensure adequate scheduling of large/difficult loads, proper coding of waste, etc.
- Act as liaison and central point of contact for all customers’ inquiries, issues, and problem resolution.
- Ensure the accuracy of scale transactions through daily reports review and reconcile as needed.
- Reconcile cash drawer to balance daily cash receipts.
- Manage accounts receivable balances to be within RIRRC policies. Keep Management up-to-date on trends.
- Work closely with Administrative Accounting Manager to monitor accounts for accuracy and payment.
- Work closely with CFO and/or Administrative Accounting Manager on delinquent accounts.
- Ability to develop strong professional relationships with all level of employees and customers.
- Prepare, distribute, and collect commercial solid waste disposal agreements and ensure compliance with the terms of those agreements.
- Prepare annual departmental budget
- Maintain high performance standards for internal and external customer service.
- Train, develop, mentor, and motivate staff.
- Set performance standards and employee goals. Ensure consistent applications of recognition, corrective and disciplinary actions. Explore creative solutions to internal or customer issues to achieve a mutually beneficial solution.

Minimum Requirements

- Bachelor’s degree in business or related discipline.
- Minimum 3 years’ experience in customer service, logistics, solid waste management, or related field.
- Minimum 5 years demonstrated leadership experience as supervisor or manager.
- SWANA Transfer Station Management certification required within one year.
- Ability to develop strong professional relationships with employees, customers, and municipal representatives.
- Computer skills as required to fulfill job requirements including PC Scale, Microsoft Office, Access, WorkPlace.
- Operates two-way radio, telephone, and calculator.
- Knowledge of collection procedures.
- Read, write, and speak English, Bilingual preferred but not required.
- Knowledge of safety procedures and ability to work safely around equipment.

Working Conditions

Regular exposure to cold or heat, dust, fumes.

Physical Exertion

Little physical exertion is required. May be required to stand up to 50% of the day.

We have a great compensation package including medical, dental, pension, 457, PTO, life and disability. Qualified Candidates only. Please send cover letter and resume to humanresources@rirrc.org by September 23, 2020. E/O/E