



Employment Opportunity Customer Service Representative Full Time

The Valley Region Solid Waste-Resource Management Authority (Valley Waste-Resource Management) is a regional solid waste-resource management authority under the Environment Act. The Authority operates the municipal solid waste system for 6 municipalities in the Valley Region.

Valley Waste-Resource Management is seeking an energetic, enthusiastic, resourceful and flexible candidate to fill the full-time position of **Customer Service Representative** based in the Administration Office located in Kentville, Nova Scotia.

The Customer Service Representative reports to the Communications Manager and should be prepared to perform all functions of the job on a daily basis some of which are listed below:

- Service Reception Area - Client Enquiries and requests including cart and mini bin requests;
- Answers telephone calls responding to the public about waste sorting, collection days, problems with schedule of pick-up due to weather or other issues, performs follow-up with callers as needed;
- Maintains a suitable list of information and frequently asked questions/responses;
- Refers enquiries to the appropriate person/team member for resolution when needed;
- Maintains hotline messaging system to include during Holidays and weather-related cancellations;
- Keeps records and data as need to support and develop the function as well as support the work of other staff including but not limited to the Management and Inspection Teams;
- Prepare Incident Reports (i.e. illegal dumping, cart/mini bin requests) and direct to appropriate staff person;
- Take payments, prepare bank deposits
- Health and Safety Awareness;
- This position will also be responsible for performing a variety of other duties including but not limited to green cart management, reuse centre operations and participating in special events;
- Flexibility is critical to successfully fulfilling this role.

The successful incumbent will have:

- Strong interest in environmental issues;
- Great telephone manner and problem-solving skills;
- Excellent people skills and an outgoing demeanor;
- Able to assimilate a wide variety of information;
- Able and willing to work independently and in a team environment;
- A thorough knowledge of Microsoft 365 word processing and spreadsheet computer software;
- Experience with solid waste and/or municipal administration is considered to be an asset;
- Experience with Quickbooks is considered an asset;
- A valid Nova Scotia Driver's License.

This is an entry-level Full-Time position based on 35 hours per week which may include Saturdays with duties to be tailored to the capabilities, education and background of the successful candidate. Compensation includes a competitive annual salary with a starting rate of \$42,029.57 and comprehensive benefits and pension plans. This recruitment will remain open until the successful candidate is found. Please merge your cover letter and resume into one document. Submissions should outline the applicant's education, past experience, training and other related qualifications that would allow the applicant to successfully perform the duties of the position.

To Apply:

- Please demonstrate in your application how you meet the above qualifications.
- To apply for this position, please e-mail your application (cover letter/resume) to careers@vwrm.com or drop off a copy of your application in person at the offices of Valley Waste-Resource Management located at 90 Donald E. Hiltz Connector Road, Kentville, Nova Scotia.
- Offer of employment is conditional upon the completion of all applicable background checks and confirmation of credentials, the results of which must be satisfactory to the employer or will result in termination of your employment. Checks may include one or all of the following: references, employment verification, criminal background and education.

The Valley Region Solid Waste-Resource Management Authority thanks all candidates for their interest; however, only those selected for an interview will be contacted.