Marshall Disposal

Customer Service Rep



Marshall Disposal is a growing company located near Wadesville, IN and services the Evansville Regional Area with residential, commercial, and industrial waste disposal.

Why are we hiring?

We are looking to add a customer service representative to our team. As Marshall Disposal grows, we need dependable, friendly support for our customers.

About the Team/Department

Our customer service team is comprised of hard-working, dependable people who are up to the task of meeting daily demands. The team works closely with dispatch and operations to meet our customers' needs.

About the role

Our customer service representatives help residential, commercial, and industrial customers with their waste disposal service. This role requires the ability to listen carefully, learn our services, and explain information clearly. You will handle customer questions with patience and professionalism, keep account information accurate, and work with dispatch and operations to address service concerns. Our team works together to meet the needs of our customers, so customer service representatives must communicate effectively and be willing team players. Being organized, following through on requests, and staying calm when priorities change are important parts of the role.

What you'll do

In this role, you will answer calls and emails, help customers start or change service, and assist with billing and payment questions. You will help resolve missed pickups and other service concerns, coordinate requests with dispatch, and keep accurate customer records and account notes. Our ideal applicant is comfortable using a phone, email, and computer to communicate clearly, enter information accurately, and follow up on customer requests.

What we're looking for

Requirements:

- High school diploma or GED certificate
- Comfortable using computers, email, and phone systems
- Able to sit for long periods
- Strong organization, attention to detail, and accurate data entry
- Customer service or office experience (preferred)
- Good verbal and written communication skills
- Team oriented. Willing to put in extra hours when needed.
- Coachable and interested in constant improvement
- Agrees with and is willing to exhibit Marshall Disposal's core values:
  - Respect
  - Integrity
  - A Heart to Serve
  - Unity
  - Safety
  - Self-Employed Mindset

Compensation

- Competitive Salary. Simple IRA matching up to 3%. Health Insurance Reimbursements. Life Insurance. Paid vacation and personal time. Flexible schedule as needed. Dental/Vision Available. Free Access to Deaconess Clinic at Work.

To apply call 812-985-9900 or fill out the form on the bottom of www.marshalldisposal.com/careers