



Position Title: Customer Service Representative/Ticket Runner

Department: Sales

Reports To: Vice President of Sales

Exemption Status: Exempt

Position Purpose:

The Customer Service Representative/Ticket Runner is responsible for the day-to-day responsibility of managing the billing processes for all company customers within the assigned area. This position requires a self-motivated individual, capable of developing and maintaining strong customer relationships with assigned accounts. Individual must possess a high level of energy, be attentive to detail, knowledgeable about the oil and gas industry and/or environmental services.

Essential Job Functions: The Customer Service Representative/Ticket Runner must be able to perform all of the following duties and responsibilities with or without a reasonable accommodation.

- Develop and maintain strong customer relationships with customers.
- Coordinate and execute the timely delivery and processing of Account Receivables tickets.
- Responsible for resolving customer billing questions and/or concerns and reports potential concerns to management.
- Accessible to customers at all times; provides regular feedback to corporate and field personnel regarding customer concerns and takes personal responsibility for resolving problems quickly.
- Must maintain outstanding field approval invoice list in Excel and turn in on a weekly basis.
- Must call into weekly sales and invoice update meetings.
- Keep the Sales team informed of competitive threats and market conditions.
- Independently prioritize and accomplish multiple tasks within established timeframes.
- Writes clearly and concisely; presents data effectively; able to read and interpret written information.
- Speaks clearly, listens and gets clarification when necessary; responds informatively to questions; interacts with all levels of organization, including senior leadership.

Duties and Responsibilities:

- Must possess strong customer service ability, able to work in a team environment and can present a professional/friendly demeanor to our internal and external customers.
- Other duties that may reasonably be assigned.

Education/Experience:

The minimum educational background of an applicant to this position is a high school diploma; Bachelor's degree preferred

In addition, a qualified applicant will have:

- Proficient in Microsoft applications (such as Word, Excel, PowerPoint and Outlook).
- Excellent written and verbal communication skills.
- Ability to read, write and speak in English.
- Excellent interpersonal skills including the ability to work as part of a team.
- Ability to work weekends, holidays and respond to callouts on a routine basis.



Nature of Supervision:

The incumbent is responsible for exercising discretion and independent judgment when performing job duties and must display a high degree of ethics, integrity, professionalism, and respect. Minimal guidance is provided on some, but not all tasks to be performed. Independent decision-making is a daily responsibility, which, if handled incorrectly, could result in loss of existing/potential customers and substantial amounts of money.

Supervisory Responsibility:

This position does not have any supervisory responsibility.

Work Environment:

Incumbent will be expected to travel to Petro Waste Environmental customer facilities on a regular basis and will be expected to perform physical activity, such as, walking and standing on hard surfaces, climb stairs and be able to lift up to 50 lbs. Will be regularly exposed to loud machinery and have some exposure to some hazards. Travel up to 75% of the time with occasional overnight stays.

Contacts:

Interaction will occur with all levels of employees, managers and contractors, in the performance of the job duties as they relate to the Customer Service Representative. Interaction will generally entail the exchange and gathering of information, interfacing with Oil & Gas companies and meeting company expectations of performance.

The above description is meant to provide an overview/summary of the nature and level of work being performed; it should not be construed as an exhaustive list of all responsibilities, duties and requirements of the job. Petro Waste Environmental reserves the right to modify the content formally or informally, follow any other job-related duties/functions requested by their supervisor. Further, all employment at Petro Waste Environmental is of an at-will nature and, as such, the company reserves its right to terminate any position or employee (with or without notice and with or without cause) within its discretion.