

Customer Service Assistant

Main Job Function

This full-time position exists to support the Customer Service Department with data entry, customer interaction and government reporting.

Major Responsibilities & Duties

- Clerical, reporting and customer service tasks
- Assist with phone answering
- Reception of visitors
- Data entry from Hazardous Waste Manifests
- Process paperwork for a large contract
- Communicate with clients regarding paperwork and inventories
- Typical workday is 8 hours, between 8:00 a.m. and 7:00 p.m. Typical workweek is 40 hours
- CSA will know their schedule at least 1 week in advance

Qualifications

- Must have excellent computer skills (proficient knowledge of Microsoft Word & Excel)
- Must care about and be able to manage details
- Professional demeanor and strong communication skills
- Ability to prioritize work to meet deadlines
- Must possess excellent proof-reading skills
- Microsoft Certification preferred but not required

Education and Experience

- High School diploma or equivalent required
- Bachelor's Degree in Business or related field (or equivalent experience) helpful
- Prior experience in an office, clerical or administrative role helpful

Compensation & Benefits

- Wage starts at \$11 - \$14/hour, depending on skill and experience
- Medical and Dental Insurance
- 401k (including 3% employer contribution)
- Tuition Assistance
- Life, Short-Term and Long-Term Disability Insurance
- Generous paid time off (PTO) benefits

Applicants selected will be subject to a Government security background investigation and must meet eligibility and suitability requirements.

Equal Opportunity/Affirmative Action Employer

Applicants should refer to our website to apply:
www.dld-inc.com/about/careers.aspx