



Customer Service Associate

Company Summary

Priority Waste (www.prioritywaste.com), headquartered in Clinton Township, Michigan, provides waste hauling services across the Greater Southeastern Michigan area. Our company has experienced rapid growth since its founding in 2018, and this growth has allowed us to continually expand our workforce. The Company operates out of several facilities, including two transfer stations. Priority Waste maintains a diversified platform providing service to both municipal solid-waste, construction and demolition customers. Through our yellow fleet of residential, roll off, and front load trucks and containers, Priority Waste makes the customer experience our #1 priority.

Job Purpose

In your role as a Customer Service Associate, you will handle billing and customer service related support for the Finance department.

Duties and Responsibilities

Duties include but are not limited to:

- Taking inbound calls from customers.
- Assisting customers with questions related to their services and billing
- Researching billing & payment issues
- Customer payment processing
- Coordinating correction of customer billing and payment application issues
- Sending outbound customer collection calls
- Preparing and sending customer's statements
- Preparing and sending customer's activity reports, weight tickets and copies of invoices
- Coordinating correction of customer's contract terms set up within sales
- Updating customer payment instructions, payment terms and payment type
- Additional duties as assigned

Candidate Profile

The successful candidate profile includes:

- High school diploma required
- Customer service experience
- Data entry experience
- High attention to detail
- Strong communication skills
- Experience with Microsoft Office

Core Values

At Priority Waste, there are fundamental qualities that we look for in all our employees:

- People who excel in a collaborative environment (team players)
- A willingness to do whatever the situation calls for
- An excitement to be part of a growing organization
- A genuine understanding that the quality of your work has a direct impact on the company's success

Location & Travel

The Customer Service/Billing Clerk will work onsite at the company's corporate office in Clinton Twp., MI.