A picture containing logo

Description automatically generated**CUSTOMER SERVICE REPRESENTATIVE**

Clarksville, TN

**Job Title**

Customer Service Representative

**Primary Location**

Clarksville, TN

**Employee Type**

Employee

**Job Description**

Dumpster Bath, LLC is looking for a Customer Service Representative for our Clarksville, TN.  This position is a call center type position where you will work Monday-Friday from 7 am to 4 pm handling inbound calls from our customers.

This is a call center position in an office environment, handling about 60 calls a day from our customers.  Typical calls are to set up service, billing questions, customers paying their bill over the phone, handling complaint calls, and upselling our specialty services.  The ideal candidate will have great customer service skills, strong computer skills, and will be prepared to be at their desk on their phone the majority of their 8-hour shift. Our office has a very casual, fast paced, fun atmosphere.

The Customer Service Representative (CSR) fields calls from Customers and works to resolve problems they raise concerning service or billing. A successful CSR must understand the Dumpster Bath business, so they can resolve various types of customer issues. Customer Service Representatives must show empathy or sensitivity to the customer regarding the issue at hand.

Requirements:

* Must have very strong customer service skills
* Strong computer skills
* 1 year of experience handling heavy call volumes a plus
* Ability to type at least 40 wpm and 10 key by touch.
* Very detail oriented, especially when it comes to data entry
* B2B or B2C sales experience a plus as this position possesses ability to progress to an outside sales territory position.

As we are a startup, we are working to offer benefits including: medical, dental, vision, life insurance, and 401K retirement. We offer one week PTO per year and six paid holidays.

Dumpster Bath, LLC is an Affirmative Action/Equal Opportunity Employer (Minority/Female/Disabled/Veteran)