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Office/Customer Account Administrator

The purpose of this position is to assist the owners with the administration of the office and customer /account management. The ideal candidate will have at least 4 years of college and at least 2 years in an office customer service roll. The candidate should be able to demonstrate a proactive, independent yet collaborative work style. They must have proficient computer skills including MS Office suite, QuickBooks, and be comfortable with multitasking. The candidate must also have excellent customer service skills good problem solving skills and a recognized commitment to environmental sustainability.

The position includes, but is not limited to, the following duties:

Customer Service

- Interacting with customers in person and by phone
- Educating Customers and potential customers on our recycling program
- Providing resources for recycling to people
- Coordinating workflow to ensure that the customer's needs are met.
 - Obtaining price quotes
 - Working with routing to schedule services

Customer Account Management

- Setting up new customer accounts, maintaining, adjusting and deactivating customer accounts according to company policies and procedures
 - Writing up service contracts
 - Writing up service requests, suspensions, cancellations etc.
- Providing Cost Quotes to customers where service pricing is standardized such as call-in services and other shredding services.
- Requesting and processing all paperwork to support any specific account such as
- Generating Monthly route calendars annually
- Monitoring special collections and tracking of services and extra containers.
- Includes communication between customers, route operators and management.
- Includes recordkeeping and some accounting in:
 - Quickbooks
 - Excel spreadsheets

Staff support

- Support routing by tracking and troubleshooting service issues, communication between customers and routes. This requires daily communication with each route.
- Notifying warehouse of pickups and deliveries
- Provide account support for owners as needed.
- Assist with Monthly safety meeting coordination and other employee events.
- Work with managers/owners to research and make decisions on software or other potential improvements applicable to the position of Administration positions or company processes.

Record Keeping & Reporting

- Maintaining Licenses and Certifications
- Collect and input data into monthly reports, distribute reports to Customers
- Logs
 - Service request log
 - Service issue log
 - Certificates of destruction log
- Customer route list management
- Property Management tenant list management
- Certificate of Destruction Generation
- Communicate with Accounts Receivables and work in tandems to assure that changes in services and billing flow efficiently.

General office tasks

- Filing
- Answering Phones and troubleshooting how to handle and direct.
- Stock and order office supplies as needed
- Manage phone system

This job is a full time position.

Salaries commiserate on experience. The starting range will be 17.00-21.50/hour. Benefits: Health and Dental (100% of employer paid), Simple IRA with 3% employer match, Annual Performance Bonus, Vacation, Sick and Holidays.