



Customer Service Representative

Shamrock is growing and we are searching for an experienced Environmental Customer Services Professional. The candidate will be responsible for and possess the following skills and attributes:

1. Previous experience in the Waste Services Industry (haz or non-haz) with knowledge of waste regulations and experience working with customers to characterize their waste and obtain disposal facility approvals. Experience with diverse waste-streams and/or brokering waste into multiple disposal facilities, not just company-owned facilities. Candidate must have deep knowledge of RCRA and DOT.
2. Candidate must have prior experience writing proposals for services within the environmental industry, preferably including vacuum truck and industrial cleaning or tank cleaning services. The candidate must be able to read and understand bid and qualifications requests, determine what information is needed to respond, converse with the customer to obtain additional information (and/or visit the site to do so), understand basic labor and equipment inputs to complete the work, and clearly communicate the planned approach to the work in a draft document. Estimating experience is preferred but not required.
3. The candidate must have prior experience in accounts receivable, and be capable of generating invoices within our Solomon system. Solomon experience is not required, but the aptitude to assemble an invoice on the basis of an analysis of the contract, manifests and field notes is required, and the necessary mathematical/spreadsheet skills and business aptitude to do so with minimal errors is critical.

This job is 95% desk work, with heavy use of the Microsoft Office suite.