



PECO Pallet Customer Service Representative

Location: Various Regions across North America

Reports To: Manager, Customer Service

Background:

PECO Pallet, Inc is an industry leader in providing four-way block pallet pooling services in North America. With a diverse portfolio of manufacturers and distributors, PECO currently services most US retailers, wholesalers, national clubs and foodservice. The business model is to issue (ship), collect, repair, and reissue pallets from a robust service network of 130 locations throughout North America.

With the PECO management team's wide range of experience in Supply Chain and Logistics management, PECO continues to lead the marketplace in superior quality pallets and service by eliminating waste and driving supply chain efficiency. This commitment has led to rapid growth in our customer account base and is an indication of a strong value proposition that has been welcomed and embraced by many of the world's largest manufacturers and retailers/wholesalers.

Position Summary

The Customer Service Representative establishes relationships with an account base to develop pallet pooling solutions and ensures that all necessary physical and administrative tools are in place. The Customer Service Representative works with all levels of the customer's organization on the proper use of PECO systems, pallet ordering and use, timely and accurate transaction reporting, and inventory auditing. The Customer Service Representative also establishes relationships with distributors and recovery/recycle locations to ensure timely recovery of assets and to control the use of those assets within distributor networks.

Key Responsibilities

- Manage small volume renter/distributor accounts on a daily basis
- Communicate daily with accounts by phone and electronic media (Email, WebEx)
- Resolve rental customer issues including but not limited to: Pallet Ordering, Delivery & Fulfillment, Transaction Reporting, Invoicing and Payment
- Maintain rental customer Key Performance Indicators including but not limited to Transfer Percentage and Dwell Time
- Resolve Distributor issues including but not limited to Asset Returns, Damage, and Improper use of Assets.
- Maintain Distributor Key Performance Indicators such as Return Percentage, Dwell Time, and Damage Rate
- Track all Customer issues and report results on a monthly basis
- Research and resolve all transactional problems to ensure reporting is reconciled in a timely manner



- Manage account dwell with enforcement of PECO policies involving control and asset utilization
- Work with Sales to expand current business by demonstrating cost savings and benefits of using PECO
- Manage accounts receivable with customer base to keep invoice payments current
- Reduce number of manual transactions reported by establishing an electronic method of reporting within a customer location
- Schedule and ensure completion of all audits on time, including the reconciliation and finalization of balance adjustments where required
- Use MS Office programs (Outlook, Excel, Word, Access and other business applications) to perform daily job functions and investigate customer concerns
- Develop working knowledge of PECO's internal systems, including RED<>LINK™ and Sharepoint
- Manage and update Recovery/Recycling Center Database, including contacting those locations to identify pallet inventories and then to coordinate recovery of those assets
- Perform any/all other duties assigned by Supervisor

Qualifications:

- Education: High School diploma and equivalent job experience/training
- Organizational, communication, problem solving, analytical, and time management skills
- Initiative and ability to work independently to drive results
- Ability to handle frequent changes in job role/responsibilities
- Computer knowledge including MS office (Outlook, Excel, Word, Power Point)
- Strong teamwork and communication skills to properly influence internally and externally
- Customer service background is preferred, but is not required.

Opportunity Summary

PECO is a rapidly expanding business that has been successful competing in the marketplace while gaining recognition and support from some of the world's largest manufacturers and retailers/wholesalers. PECO is in a position to maintain 50% growth per year and is looking for the right candidate to drive growth and performance in a high-pace entrepreneurial B2B environment.

Compensation: A very competitive package will be offered

Travel: As Needed