



**Contractor Liaison/Customer Service Representative**  
**Full Time, Permanent Position – Tignish**

Island Waste Management Corporation (IWMC) is seeking applicants for the position of Contractor Liaison/Customer Service Representative. The successful applicant will act as a liaison between IWMC customers and contractors to ensure effective collections in alignment with the Waste Watch Program. This includes managing missed collections, customer complaints, property damage, road issues or any situation that involves IWMC customers and contractors. The position completes daily data entry and responds to customer phone calls and email inquiries to provide guidance and support to PEI residents, businesses, and visitors. This position is located onsite at our Customer Service Center in Tignish.

**Responsibilities:**

*Contractor Liaison*

- Act as a liaison between IWMC customers and contractors to manage missed collections, customer complaints, property damage, road issues or any situation that involves IWMC customers and contractors
- Complete daily data entry, research customer history, verifying contractor records, and utilizing custom applications;
- Verify driver reports and communicate with contractor daily to resolve collection/participation issues, acceptable to all parties (contractor, participant, IWMC); and
- Troubleshoot with all parties to find satisfactory resolutions to individual situations.

*Customer Service Representative*

- Respond to customer calls and emails to provide accurate information on the Waste Watch program guidelines and policies to address customer needs and concerns;
- Complete and process work orders, schedule service calls, and liaise with Operational Support Technicians;
- Utilize IWMC database to enter and process the information necessary for completion of various operational tasks and requirements;
- Liaise with collection contractors on missed collections and other fieldwork issues;
- Deliver high quality customer service; and
- Perform general office duties and other projects, as required.

*Administrative Support*

- Complete data entry of work orders into IWMC's database applications to maintain accurate and up-to-date records;
- Research situations and provide reports as requested;
- Create and update excel spreadsheets as required; and
- Act as backup for other positions and roles within the Customer Service Center.

**Skills and Qualifications:**

- Business or Office Administration Certificate/Diploma or equivalent;
- Demonstrated skills and experience in customer service and office environment;
- Excellent communication skills, both oral and written with the ability to remain calm and professional when dealing with difficult customers;
- Strong computer skills in Microsoft Office Suite including Word and Excel;
- Knowledge of the PEI Waste Watch Program;
- Ability to find resolutions to complex situations in a timely manner;
- Excellent organizational skills and ability to manage multiple priorities;
- Ability to work effectively both independently and as a team member;
- Reliable means of transportation; and
- Good previous work and attendance record.

The successful candidate must provide a satisfactory Criminal Record Check.

**Hours:** 75 hours bi-weekly

**Salary:** \$49,004-\$55,653/year  
This position offers medical and dental benefits, and a retirement plan.

**Closing Date:** Wednesday, April 23<sup>rd</sup> at 5PM

**Please submit a cover letter and resume to:**

Susan Frizzell, HR Manager  
Island Waste Management Corporation  
110 Watts Avenue  
Charlottetown PE  
C1E 2C1  
Email: [jobs@iwmc.pe.ca](mailto:jobs@iwmc.pe.ca)

We thank all applicants for their interest, however only those selected for an interview will be contacted.