



**Customer Service Representative  
Full Time, Temporary Position – Tignish  
Commencing October 6, 2025 – November 2026**

Island Waste Management Corporation (IWMC) is seeking applicants for the position of Customer Service Representative. The Customer Service Representative responds to customer phone calls and email inquiries to provide guidance and support to PEI residents, businesses, and visitors, all of whom are participants of the Waste Watch Program. Waste Watch is a mandatory program aimed at reducing landfill usage through composting organics, marketing recyclables and properly managing items that require special handling and disposal. This position is located onsite at our Customer Service Center in Tignish.

**Responsibilities:**

- 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 cart and recyclable collection contractors on missed collections and other fieldwork issues;
- Deliver high quality customer service; and
- Perform general office duties and other projects, as required.

**Skills and Qualifications:**

- High school diploma or equivalent;
- A college diploma in office administration would be considered an asset;
- Demonstrated skills and experience in customer service and office environment;
- Excellent communication skills, both oral and written;
- Ability to remain calm and professional when dealing with difficult customers;
- Competence in business and telephone etiquette;
- Strong analytical skills and ability to resolve issues under pressure in a fast-paced environment;
- Excellent organizational skills and ability to manage multiple priorities;
- Ability to work effectively both independently and as a team member;
- Strong computer skills in Microsoft Office and ability to develop proficiency in other custom applications;
- Touch typing speed of 50 wpm;
- Reliable means of transportation;
- Proficiency in both official languages is an asset; and
- Good previous work and attendance record.

The successful candidate must provide a satisfactory Criminal Record Check.

**Hours:** 75 hours bi-weekly , 8:00 am – 4:00 pm

**Salary:** \$49,004-\$55,653/year (\$25.13 - \$28.54/hour)

**Closing Date:** **August 22, 2025 at 4:00 pm**

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

Jennifer Muncaster, HR Manager  
Island Waste Management Corporation/Environmental Industrial Services Inc.  
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.