



Service Coordinator

Job Description

As part of our Support team, you are the lifeline between our transportation department and our customers. You will be working in a fast-paced industry with state-of-the-art automation. You will be required to manage job responsibilities and all related activities to provide excellent customer service to all clients. Set priorities for processing tasks to meet job expectations and requirements.

Principal Duties and Responsibilities:

- Develop and maintain excellent customer service to all business accounts.
- Direct client contact and communication with Sales team when necessary.
- Track and trace shipments and update customers and systems accordingly.
- Process documents and information through established systems.
- Maintain customer, agent and vendor profile databases with us of CRM.
- Perform all functions within defined time frame for updating shipments and customers.
- Direct interaction with worldwide network of business partners.
- Provide analytics for measuring client based performance.
- Adhere to all company regulations
- Other duties as assigned.

Experience

Entry level position, experience not required but preferred.

This position profile identifies the key responsibilities and expectations for performance. It cannot encompass all specific job tasks that an employee may be required to perform. Employees are required to follow any other job-related instructions and perform the job- related duties as may be reasonably assigned by his/her supervisor.