

Customer Support Specialist

A **Customer Support Specialist** works in a fast pace environment working closely with an account manager promoting sales to existing clients and maintaining strong customer relationships. As a customer support specialist, you will be the main point of contact for our existing customers. You will liaise between the account manager, operations team and customer service team. You will have strong knowledge of the whole sales process. We are looking for an individual with strong communication skills, huge passion for sales and an organized individual who can multitask.

Main Responsibilities

- Manage communication with customers and internal teams
- Act as the main point of contact for the customer and answer any inquiries that arise
- Assist the operations team when there are escalated issues that require approval from the customer
- Ensure you have full knowledge of how to manage customer orders from load tendering through to completion
- Responsible for accepting tenders and providing them to customer service team
- Maintain relationships with clients by providing great customer service and support
- Resolving any problems that arise in a customer order
- Promote active carriers with existing lanes
- Proactively consult carriers for rates to develop new potential lanes with customers
- Ensure that all loads are booked within the price range of the customer and the account manager
- Participate in requesting accessory charges and notifying accounting of modifications
- Work in tandem with the account manager to provide excellent service for the customer
- Track and trace the shipment when required
- Should maintain necessary data and records for future reference
- Perform additional duties as assigned

Customer Service Representative

A **Customer Service Representative** will be working in a dynamic field and creating a link between the sales team, operations team and customers. We are looking for someone with strong communication skills, organized and a team player. The incumbent will be responsible for inputting data, communicating with shippers/receivers and booking appointments. This position will assist management and customers in identifying the locations of all shipments while in transit. You will ensure the load is carried out correctly and the pickup times are met.

Main Responsibilities

- Accept tenders from the customer once verified with the supervisor
- Input data into our transportation management system based on the tender received from customer
- Verify and schedule pick up and drop off appointments
- Modify data in the transportation management system with all updates and keep the team updated with all changes
- Communicate with shippers and receivers to confirm pick up and drop off procedures
- Communicate with carriers to monitor freight movement
- Monitor carriers who are unresponsive and inform dispatchers and supervisor of escalated issues
- Resolve any client issues quickly and efficiently and inform direct supervisor
- Maintain positive customer relations by providing information and updating customer websites with load information
- Problem solve any issues or conflicts that arise with the load and amend appointment times as required
- Develop and maintain a database of procedures and protocols of shippers and receivers
- Ensure accounting receives the original tender once delivery is completed
- Work as a part of the team to ensure every load is completed without errors
- Perform additional duties as required

Junior Logistics Coordinator

Junior Logistics Coordinator works in a fast pace environment to ensure the pickup and delivery of loads in a timely manner. This position will assist management and customers in identifying the locations of all shipments while in transit. We are looking for an individual with strong communication, prioritization, and multitasking skills. You will ensure the load is carried out correctly and the pickup times are met. You will be the primary contact for all shipments in transit.

Main Responsibilities

- Communicate with carriers to monitor freight movement
 - Monitor carriers who are unresponsive and inform dispatchers and supervisor of escalated issues
 - Update our transportation management system and customer websites of real time load locations
 - Ability to prioritize loads based on importance and delivery date
 - Assist Logistics Coordinator in solving all load issues while in transit
 - Inform customer service team of any delays to ensure appointment changes
 - Update supervisor of carrier locations to avoid missed appointments
 - Communicate any modifications to sales team to update clients
 - Foster a strong working relationship with all partner carriers
 - Identify problems proactively and develop creative and efficient solutions
 - Perform additional duties as assigned
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Logistics Coordinator

Logistics Coordinator works in a fast pace environment to dispatch loads in the most cost effective manner. This position will assist management in maintain and establishing new relationships with partner carriers. We are looking for an individual with strong communication skills, a problem solver and an effective negotiator. You will be responsible for managing the freight and processing all relevant documentation.

Main Responsibilities

- Negotiate with carriers to obtain preferential freight rate with all premium charges authorized by team leader
- Ensure shipping guidelines are according to customer requirements and specifications
- Coordinate shipments and communicate booking information and instructions to suppliers
- Establish and maintain outsource service provider relationships
- Collaborate with team and partner carriers to ensure efficiency, excellent customer service and continued customer relationship development
- Determines the terms and conditions for each freight lane, establishes a carrier confirmation and verifies each shipment accordingly
- Verify and troubleshoot any issues in shipping/customs documentation including but not limited to POD, BOL, Carrier Confirmation and Custom Documentations
- Responsible for finding a viable solution to any problems and notifying any parties involved
- Ensure all certifications, insurance, documentation is up to date for all partner carriers
- Coordinate, monitor and post loads on external freight management websites
- Track all accessorial and detention charges and update the internal transportation management system
- Participate in tracking and tracing of loads when needed
- Available to provide carrier support via phone and email afterhours when necessary
- Perform additional duties as assigned

Compensation Package

- Competitive salary with a company cellphone
- Group benefits including vision, dental, medical insurance
- Annual bonus based on performance