

JOB DESCRIPTION

JOB TITLE: CS Support Coordinator
DEPARTMENT: Support Operations
PEOPLE LEADER: Operations Manager

EXEMPTION STATUS: Exempt
EEO-1 STATUS:

JOB SUMMARY: The CS Support Coordinator is the first line of defense and ensures carriers have all relevant transit information regarding pickup, delivery and arrive to the shipper/receiver in a timely and orderly manner. They are critical to effectively and efficiently servicing our customers by managing and tracking customer freight for the purposes of keeping customers informed and updated throughout the duration of transportation.

ESSENTIAL DUTIES

- Follow and execute all aspects of the EASE Customer Journey.
- Complete tasks and responsibilities in line with EASE's customer service model and service levels.
- Develop lasting relationships by providing superior customer service.
- Provide transportation quotes based on market rates and knowledge in a timely manner.
- Advise Account Managers and customers of all new developments during the entirety of the shift. Update Account Managers on any issues that arise throughout the life of a load and look for solutions for those problems.
- Provide transparency by updating customer portals regularly and accurately.
- Clear, consistent, and professional verbal and written communication to both customers and carriers alike.
- Build relationships with carriers to understand needs and secure the utilization of carrier assets.
- Ensure customer satisfaction by tracking all shipments.
- Analyze and negotiate rates with carriers based on current market prices.
- Act with a sense of urgency to solve problems and look for ways to improve operational inefficiencies.
- Ensure all proper carrier paperwork is received for billing when the carrier is added to the EASE Logistics network.
- Execute daily issue recognition/resolution and notify Account Managers accordingly.
- Book loads by answering inbound calls and making outbound calls.
- Build loads by following specifications sent by the customer.
- Book loads via email by posting on numerous websites.
- Work with the entire operations team to provide the best customer service to customers.
- Ensure on-time pickups and deliveries for customers by routing drivers and providing detailed directions and instructions.
- Ensure operations are reviewed by the appropriate party before assigning or leaving for the day.
- Multitask and provide superior customer service to carriers and customers alike.
- Other duties as assigned.

PROFESSIONAL

- Ability to adapt and work in a fast-paced environment.
- Build and foster an environment of teamwork, integrity, and leadership.
- Communicate, written and verbal, in a manner that is respectful, professional, and polite.
- Demonstrate efficient time management skills by being punctual and reliable.
- Keep work station clean and free of clutter.

WORK ENVIRONMENT

- The physical environment requires the employee to work in an open office setting with regulated temperatures, where many people are on the phone for long periods.

PHYSICAL DEMANDS

- Sitting or standing at a desk, typing, looking at multiple computer screens, and responding to inbound/outbound phone calls, emails, and instant messages throughout the day.
- Occasionally may need to bend, stand, or lift up to 10 lbs.

POSITION TYPE AND EXPECTED HOURS OF WORK

- This position is full-time. Employees typically work Monday-Friday, typical working hours (with an hour lunch), 40+ hours per week, as business demands.
- This role is expected to work outside of typical business hours as business needs dictate.

TRAVEL

- This position would require minimal to no travel. Employees may travel to work-related conferences, trainings, events, etc.

QUALIFICATIONS**Education**

- High School Diploma or GED is required.
- Additional related training and certifications will be weighted on a case-by-case basis.

Experience

- A minimum of 0 years of related experience (Bachelor's degree), or
- A minimum of 1 year of related experience (Associate's degree), or
- In lieu of a degree, a minimum of 3 years related experience required.
- Transportation industry experience is a plus.
- Sales, customer service, and/or negotiation-related talents.

Knowledge, Skills, & Abilities

- Excellent communicator with a great phone presence.
- Constructive problem solver.
- Flexible in work hours and adaptable to changing workload.
- Be willing to learn a lot very fast.
- Ability to remain calm under sometimes stressful situations.
- Ability to multi-task and adapt quickly to different situations.
- Proficient in Microsoft Office Suite
- Attention to detail, with a focus on accuracy and compliance in a fast-paced, dynamic environment.

DISCLAIMER: EASE is a rapidly growing and changing company, responsibilities of this position will continue to adjust as needed to meet business demands. This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee and may change, or new ones may be assigned at any time. Employees will be notified of any additions or changes to responsibilities, duties, or expectations by their direct manager or anyone in a position of authority within EASE Logistics.

EQUAL OPPORTUNITY: EASE Logistics Services LLC is an equal opportunity employer. Each applicant and employee will be given full consideration for employment and advancement without regard to race, religion, color, sex, national origin, veteran status, age, or disability.

EMPLOYMENT AT WILL: EASE Logistics is an "at-will" employer. "At-will" means that employee or EASE Logistics can end the employment relationship at any time, for any reason, and without cause or notice. Employee and EASE Logistics have not entered any length of employment contract.

ACKNOWLEDGEMENT: I have read this job description and fully understand the requirements set forth therein. I understand that this is to be used as a guide and that I will be responsible for performing other duties as assigned. I further understand that this job description does not constitute an employment contract with EASE Logistics.

Employee Signature

____/____/_____
Date

Printed Name