

POSITION: Customer Service Representative
COMPANY: PartnerShip
LOCATION: Westlake, OH 44145

POSITION SUMMARY:

The primary role of the Customer Service Representative is to provide exceptional service to new and existing PartnerShip customers. This person communicates directly with the sales team and customers to help with account reconciliation, problem resolution, schedule pick-ups/deliveries, investigate and resolve problems applicable to shipments in transit, and quoting. This person must enjoy a fast-paced atmosphere and provide the highest level of customer service. This position is critical to maintaining and growing the customer base and to provide support for our customers.

ESSENTIAL FUNCTIONS:

- Assist customers in processing shipments, including quotes, scheduling pickups, coordinating pick up and delivery appointments, creating bill of ladings and rate agreements, invoice corrections and other paperwork as needed.
- Researches and resolves customer complaints and/or billing issues.
- Contacts customers when necessary to follow-up on customer issues.
- Documents all contacts, actions, quotes and responses in customer database.
- Maintains working knowledge of products and/or services.
- Prepares reports and correspondence as needed.
- Monitor key customer shipping activity and effectively communicates customer issues and concerns to all applicable internal staff members.
- Develop relationships with key customers and provide support on issues that affect their business
- Assists in finding and growing business opportunities including but not limited to qualifying new accounts, upgrading services and communicating opportunities to account representatives.
- Appropriately and effectively communicate directly with customers, carriers and sales representatives on a daily basis to build strong relationships.
- Maintain reliable communications with customers regarding changes in pick-up and delivery schedules and potential service failures.
- Monitor and trace shipments so that follow up can be made to the customer regarding issues that could affect on-time pick up or delivery.
- Anticipate and facilitate problem resolution on shipment issues to meet or exceed total customer expectation.
- Provides follow up communication to customers, customer service and sales, and other departments as needed to communicate rationale for rate quotes for shipments when necessary.

- Identify customers' and carrier's needs and provide the appropriate solutions.
- Data entry of call notes, quotes, shipment details and any other applicable information.
- Performs other duties as assigned by supervisor.

EXPERIENCE KNOWLEDGE AND SKILLS:

Required

- High School Diploma or equivalent
- Two years experience in customer service or related field.
- Must be able to speak, read, write, and understand the primary language(s) used in the workplace.
- Proficiency with personal computers, including Word and Excel.
- Commitment to excellence and high standards.
- Strong organizational skills; able to manage priorities and workflow.
- Ability to work independently and as a member of various teams and committees.
- Ability to understand and follow written and verbal instructions
- Acute attention to detail.
- Versatility, flexibility, and a willingness to work with constantly changing priorities with enthusiasm.
- Ability to perform a variety of basic clerical functions.
- Ability to effectively communicate with people at all levels and from various backgrounds.
- Ability to work in a fast-paced environment.

Desired

- Previous customer service experience in transportation/logistics.
- Bilingual skills a plus.

CONTACT WITH OTHERS:

- Interacts with all departments and senior management on a daily basis.
 - Customers
 - Strategic business partners (various levels: Account Representatives – Managers.)

SUPERVISION:

None