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## Customer Service Representative

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### **Overview:**

The customer service representative supports customers by processing requests, answering questions, and responding to concerns.

### **Responsibilities:**

- Process freight requests for assigned customers
- Answer incoming calls for the terminal/region
- Interact with customers in arranging their shipments, pricing and service levels
- Coordinate with operational team to meet customer requirements
- Ensure accurate order rating and timely delivery
- Make proactive sales calls to assigned accounts and pursue new account opportunities
- Track and update order information
- Ensure accurate and timely data entry
- Provide holiday coverage for other staff/shifts
- Be courteous, knowledgeable, and responsive towards the customers
- Other duties as required

### **Expectations:**

Company information should be treated in a highly confidential manner. You have specific responsibilities and are expected to use your knowledge and skill to make a positive contribution to our corporate goals.

- Possess strong communication skills, be able to multitask and work under minimal supervision
- Be able to work and thrive in a fast-paced team environment; be energetic; pleasant and willing to learn
- Commit to new initiatives and programs that promote continual improvement and efficiency
- Foster a safe work culture for all procedures, including but not limited to:
  - wearing PPE if required
  - reporting all injuries, claims or near-misses, unsafe or hazardous conditions

**Requirements:**

- 1 to 2 years of customer service experience in Trucking would be an asset
- Proficiency in Microsoft Office programs and Truckmate transportation software
- Understanding of transportation safety standards and regulations
- Strong organizational skills
- Professional Email and Phone Etiquette
- Strong communications skills
- Ability to make independent decisions and logical problem-solving skills
- Comfortable working in an open team environment