

Job Description

Job Title: Transportation Coordinator

FLSA Status: Non-exempt

Department: Transportation

Reports to: Transportation Supervisor

Summary or overview of job duties:

The employee must enjoy customer service and answering incoming calls. He or she must have the ability to use various computer programs; Microsoft Word, Excel, Outlook, and the 10-key pad. The employee must project a professional image through phone interaction. Must be able to troubleshoot problems and provide answers to our client's inquiries. In addition this position requires data entry and administrative duties such as faxing, copying, filing and compiling research.

Essential duties and responsibilities include but are not limited to the following:

- Responds to incoming calls and other forms of communication that require action to complete a transportation opportunity
- Maintains personal productivity and quality standards that make positive attractive financial returns so that the company may continue to provide excellent service to our customers and ensure career growth and job security to all of our staff
- Forecasts client needs and proactively works to address them
- Responds to complex inquiries from clients in order to provide or clarify information on departmental services, procedures and policies
- Researches complex inquiries for quality control concerns and solves problems on individual cases
- Identifies problems and trends and suggests resolutions to higher level personnel
- Monitors driver status and availability
- Forwards driver status reports to appropriate client-partners (BNSF)
- Handles contracts with primary transportation provider in response to request/need expressed by client-partner
- Handles contracts with secondary transportation provider when primary vendor is unable to respond to request/need expressed by client-partner
- Provides BNSF clerks with transportation assignments
- Uses RenzWeb and WebTMS to monitor the execution of assigned trips from conception to completion
- Uses CAD to submit information to BNSF
- Completes data entry reports that track driver wait time using Van Tracking Spreadsheet
- Dispatches "paper" trips
- Provides point of contact for quality control concerns and related issues
- Reports client feedback to management
- Identifies, researches, and resolves customer issues
- Follows-up on customer issues not immediately resolved
- Completes call logs, daily reports and all other department data entry and billing information
- Performs other duties as assigned

Job Requirements

- Excellent communication skills both verbal and written.
- Excellent PC skills. Strong typing and Internet navigation skills required.
- Strong communication and customer service skills.
- Organizational and coordinating skills, the ability to multi-task and handle multiple priorities and changes with professionalism
- Ability to work in a high volume, high pressure, deadline-oriented environment
- Ability to work independently and as a contributing team member
- Excellent telephone voice in terms of tone, clarity, pronunciation, and proper use of grammar.
- Strong listening skills.
- Strong problem solving skills and has the ability to multi-task.

- Knowledge of mathematics
- Willing to learn and grow with the position.
- Consistent in attendance and stable work history.
- Proven ability to provide customer service.
- Detail oriented.
- Previous customer service or call center experience is preferred.
- Ability to work in an ever-changing environment.

Other duties may be assigned. LJK Companies, Inc., reserves the right to amend the job description as necessary to the efficient operation of the business. LJK Companies, Inc., is an "at-will" employer. Only a corporate officer has the authority to change the "at-will" status of your employment and you must be notified of the status change in writing.

Detailed Understanding of the Following:

Communication

LJK Iwatsu phone system
Facsimile
CAD IM
Email/MS-Outlook
Calendar/MS-Outlook

Applications

Wait Time Tracking
VANS
Transman
CAD IM
CATS
WebTMS
MS-Map Point
MS-Office

Reports

Vendor Resource Reports
Dispatch Performance Reports
Efficiency Reports

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

Education and/or Experience:

High school diploma or GED Certificate is required. Some college education is preferred but not required.

Language Skills:

Ability to effectively present information and respond to questions from customers. The ability to troubleshoot and solve problems.

Mathematical Skills:

Add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Reasoning Ability:

The ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of resource material such as maps or mapping programs.

Certificates, Licenses, and Registrations: None.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands and fingers to handle and feel. The employee is frequently required to talk, hear, walk and sit. The employee will on occasion use hands and arms to reach, legs and feet to climb and/or balance, stoop, kneel, crouch or crawl. The employee may regularly lift and/or move up to 10 pounds and infrequently lift and/or move up to 25 pounds. He/she may on occasion lift and/or move up to 50 pounds. The job has no special vision requirements.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

The noise level in this environment is usually moderate.