

DUNAVANT SEA LANE EXPRESS, LLC JOB DESCRIPTION Title: <i>Customer Service Representative/Safety</i>	Job Description # DRAFT
	Revision
	Effective Date

1.0 Position Summary

Primary Purpose and Essential Functions: Leads and performs Customer Service functions regarding a specific or assigned number or assigned customers which could include regional, dedicated or National Accounts. Will work in conjunction with other internal departments to achieve territorial balance of capacity and freight while achieving high service levels. Will take total responsibility of ensuring all requirements are met company wide in regard to Customer expectations.

2.0 Reporting

Reports to Terminal Manager Dunavant Transportation (DSL); works 8:00 am to 5:00 pm
Current FLSA Status: Non-Exempt
HR FLSA Status Recommendation: Non-Exempt

3.0 Essential Functions, Job Duties, and Responsibilities

- (1) Develop excellent working business relationships with assigned customers.
- (2) Enter all loads into the system upon receipt of work order or knowledge of the load and put them on the proper dispatch board.
- (3) Ensure any documentation needed for billing accessorial charges is provided to and signed by the customer and entered into the system for proper billing and driver pay
- (4) Ensure all accessorial charges authorized by the customer are noted in the system
- (5) Schedule pickup and delivery appointments with shippers and consignees on all of your customers 'moves.
- (6) Keep customer informed of all service failures or any other information throughout the booking and shipment process.
- (7) Ensure pickup and delivery expectations are documented on each assigned customer
- (8) Generates Quotes
- (9) Determine commitment levels with appropriate Sales Representatives
- (10) Ensure you are at your work station daily, on time and ready to implement your Start of the Day, Continuous Day and End of the Day processes
- (11) For Safety function, creates new employee file to include: (a) drug test paperwork, (b) scheduled hire date, (c) lease paperwork [if any], (d) scan all paperwork.
- (12) Processes the driver into the lease (if any).
- (13) Notifies drivers of any expirations and/or inspections due and follows-up.
- (14) Reviews written driver logs.
- (15) Assists with Accounts Receivables as necessary.
- (16) Assists with driver recruitment and driver retention as necessary.
- (17) Acts as back-up for all Team members in the Norfolk office.
- (18) Performs all other duties or projects as assigned.

4.0 Education and Experience Requirements

- (1) Experience Required: Minimum of three (2) years (five years is preferred) Customer Service or Customer Service Relationship experience required – preferably in related industry; one (1) – two (2) years of Intermodal Customer Service Representative preferred.

5.0 Minimum Skills, Knowledge, and Ability Requirements

- (1) Must possess professional skills deemed necessary to interact with Customers on a corporate level including making on-site visits when warranted
- (2) Ability to read and comprehend simple instructions, short correspondence, and memos.
- (3) Ability to write simple correspondence and to effectively present information to customers, clients, and other employees of the organization.
- (4) Ability to calculate figures, generate quotes, and basic math
- (5) Ability to deal with problems involving several concrete variables in standardized situations.
- (6) Strong organizational skills; attention to detail.
- (7) Excellent computer skills: Microsoft Word, Excel, Outlook.

6.0 Work Conditions, Physical and/or Mental Requirements

- Sedentary physical activity requiring reaching, lifting, finger dexterity, grasping, feeling, repetitive motions, talking, and hearing.
- Visual requirement is for close vision, distance vision, peripheral vision, and ability to adjust focus.
- 80% or more time is spent looking directly at a computer.
- Employee is frequently required to stand, walk (or otherwise be mobile).
- Employee is frequently required to lift and carry a minimum of 10 pounds.
- Ability to deal with stressful situations as they arise.

Duties are primarily performed in an office environment. Minimal physical effort is required. Lifting and carrying requirements of up to 15 pounds. Occasional or frequent ability to move boxes from one location to another.

These physical and/or mental requirements are not exhaustive, and additional job-related requirements may be added by the Company on an as-needed basis. Reasonable accommodations, where required by law, will be made to enable individuals with disabilities to perform the essential functions of this position.

7.0 Acknowledgement:

I have read, fully understand and agree to the responsibilities and requirements outlined in this job description. I have discussed what needs to be accomplished with my supervisor(s) and intend to fulfill my commitment to the Company to the best of my abilities. The Company reserves the right to change and/or modify the essential functions, duties, and responsibilities, of this position at any time. I understand that my employment is at-will and nothing in this job description alters that status.

Signature

Date: _____

Printed Name

* Definitions/Acronyms: