

Customer Service Administrator

Due to our growth we are in search of a high energy Customer Service Administrator to complement our Customer Service team.

Responsibilities

General clerical duties including but not limited to:

- Photocopying, mail distribution and filing
- Create and modify various documents using Microsoft Office and NetSuite
- General administrative and clerical support including emailing, scanning and copying
- Maintain electronic files and action spreadsheets
- Set up prescheduled services monthly
- Backup CSR Team as needed, could include answering phone calls
- Assist with onboarding new customers
- Process tasks in NetSuite as directed
- Assist in the monthly tonnage collection process
- Crosstrain and backup the pallet CSR team as needed
- Assist with Special Projects as needed (temp open top requests, seasonal service changes, hurricane service mobilization, bulk pick scheduling around Holidays/peak volumes)
- Manage Teams credit card tracking

Qualifications

High School Diploma

2+ years of hands on administrative support experience

Proficiency in MS Word, MS Excel and MS Outlook a must

Knowledge of operating standard office equipment

Excellent communication skills – written and verbal

Ability to prioritize projects and strong problem-solving skills

Good research skills and attention to detail

SharePoint experience a plus

Knowledge of NetSuite a plus



Job Type: Full-time

The ideal candidate will have excellent verbal and written communication skills, be self-motivated and able to work independently, and be organized and flexible. Persistent follow-up skills are essential. Must be PC proficient, including database management, email, and internet-based systems. Hourly Wage dependent on experience.