|  |  |
| --- | --- |
| Position Title | **International/Domestic Operations Agent** |
| Date Posted | **07/26/2019** |
| Location | **SLC** |
| Department | **Operations** |
| Reports to | **Kevin Richins** |
| FLSA | **Exempt** |

**Essential Responsibilities:**

* Provide & process rate quotes & service orders for shipments while maintaining customer satisfaction.
* Daily contact with vendors to obtain pricing, tracking & bookings.
* Daily monitoring of shipment status.
* Invoice domestic, Export, & Ocean shipments.
* Compiling reports & providing support to other staff members.
* Resolve customer issues by investigating transactions, developing solutions & making recommendations to Management.
* Work in conjunction with sales & management to establish, implement & maintain client specific Standard Operation Procedures.

**Knowledge/Skills Required:**

* Transportation/Logistics experience of 2+ years minimum required.
* Exceptional verbal & written communication skills with the ability to relate to all levels of Company, Customer & Vendor Organizations.
* Microsoft Office competency.
* Routing/booking experience.
* Carrier relations skills.