Job description

**Position Title:**Operations Support Coordinator

**Classification:**Non-Exempt

**Reports To:**OTR Manager

**Department:**OTR Transportation

**Location:**Memphis, TN

**Job Summary**

The Operations Support Coordinator aligns with the Company’s Over-The-Road business function that is responsible for the day to day management of carrier/customers. This person will perform a wide range of administrative and office support activities for the department and/or managers and supervisors to facilitate the efficient operation of the organization. The below is intended to describe the general content of and requirements for the performance of this job and is not to be construed as an exhaustive statement of essential functions, responsibilities or requirements.

**Primary Duties and Responsibilities**

1.      Track, trace, build and update loads in a timely manner

2.      Search for available carriers (on multiple transportation outlets) to cover loads

3.      Answer, screen and transfer inbound phone calls

4.      Create, manage and update various reports

5.      Conduct various administrative duties

6.      Handle customer requests for back-up documentation

7.      Track loads in a timely and efficient fashion (pick-ups, deliveries, etc.) by communicating effectively and efficiently with dispatchers, warehouses, ocean carriers, customer reps, etc.

8.      Take an investigative approach when tracking freight, talking with ocean carriers, warehouses, railroads, dispatchers, etc. to ensure accurate information

9.      Analyze situations and make proactive decisions to ensure that everything will go according to plan OR help avert situations before they become large issues

10.   Keep in constant communication with customer reps, CSRs and carrier reps via email updates or verbally, regarding their loads (depending on the severity of the situation) to ensure proper recovery time

11.   Work with customer reps, CSRs and carrier reps to quickly and efficiently come up with solutions to issues

12.   Promote and display Power Freight Services Core Values

13.   Regular and reliable attendance expected

14.   Other work-related duties as assigned by supervisor/manager

**Minimum Knowledge, Abilities and Skills Required**

1.      Minimum Associate’s Degree, or related field preferred

2.      2+ years of related work experience preferred, but not required

3.      Effective oral and written communication skills

4.      Excellent customer service and interpersonal skills

5.      Possess a strong sense of urgency

6.      Must be able to work alone or in a group setting

7.      Proficient in Microsoft Office Suite

8.      Transportation or logistics industry experience preferred, but not required

**Seniority Level**

Entry level

**Industry**

        Transportation/Trucking/Railroad

        Logistics & Supply Chain

**Employment Type**

Full-time

**Job Functions**

        Customer Service