**- Trucking Customer Service Support Rep**

**Position Description**

**A) Basic Function of the Position:**

The Trucking Customer Service Support Rep is responsible for overseeing the daily tracking of aggregate product shipments. This role ensures the efficient processing of trucks through scales, weighing the materials/trucks, generating product tickets and reconciling the tickets at the end of the day. Additionally, the representative answers customer inquiries, handles telephone calls, and provides support to the trucking manager as needed.

**B) Line of Communication and Authority:**

The Trucking Customer Service Support Rep reports to the Trucking Manager.

**C) Skill Sets and Qualifications:**

The Trucking Customer Service Support Rep should possess and demonstrate the following skill sets and qualifications:

**1. Willingness to take direction working with a sense of urgency**

**2. Strong customer service and communication skills**

**3. Ability to sustain a professional demeanor**

1. **Knowledge of basic level computer software including Microsoft Excel**
2. **Ability to maintain precise attention to detail**
3. **Motivated to learn company specific systems**
4. **Self motivated and able to work independently at times**
5. **Ability to learn/retain organizational and governmental Safety Policies**

**D) Specific Responsibilities of the Particular Role:**

The Trucking Customer Service Support Rep is responsible for the following specific duties as part of his/her role in the Phillips Companies:

**Communication**

1. **Assist customers and other departments with placing orders for delivery**
2. **Responsible for reporting driver problems to Trucking Manager**
3. **Able to adhere and communicate safety guidelines**

**Reports**

1. **Assisting in the End of Day process which involves closing out the credit card machine and balancing the COD sheet.**
2. **Responsible for daily sales reports for Xenia and Vandalia plants**

**E.) Requirements:**

The Trucking Customer Service Rep is required to possess the following:

1. **High School Graduate or GED**
2. **Basic Excel knowledge and experience**
3. **Excellent communication skills**
4. **Adaptable to flexible scheduling due to weather conditions**
5. **Able to work M-F 7am-4pm AS NEEDED (mostly part time hours)**

**F.) Position Details:**

The Trucking Customer Service Rep position details are defined as:

1. **Hourly rate based upon experience pay range $21-$24**
2. **Seasonal position weather permitting working March through November annually**
3. **Part time adaptable to varying weekly hours (min 12 to max 40 hours)**