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|  | **JOB AND ROLE DESCRIPTION** |

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| **Position Name** | **Customer Service Representative/ Dispatcher** | **Company** |  |
| **Job purpose** | Support the day-to-day operations, focusing on internal/external customer service to deliver the highest level of service that meets and exceeds our department standards and service guarantees. | | |

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| **REQUIRED QUALIFICATIONS** | |
| **Education** | |
| Business Administration or related Administrative Careers  High level of written and oral English | |
| **Training or Expertise** | |
| +2 years of customer service experience or Dispatch Experience for USA companies | |
| **Experience** | Desirable customer service experience with logistics or transportation. |

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| **JOB FUNCTIONS** |
| Provide timely, courteous, and efficient customer service to customers and our business partners. Communicate with internal and external customers via telephone and email. |
| Should be able to understand and have a working knowledge of the necessary systems needed to complete the day-to-day job requirements |

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| Take all measures to address customer requests/complaints prior to escalating to Team Lead or Supervisor |
| Answers and directs all incoming calls according to established guidelines. Feedback should be accurate and timely to avoid escalations |
| Identify and implement opportunities to enhance a customer’s experience |
| Provide customer service to English Speakers |
| Basic understanding of GPS tracking, vehicle dispatch operations, and radio communication equipment. |

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| **REQUIRED SKILLS** |
| Excellent verbal and written communication skills |
| Coachable: You know there's always room for improvement. You seek out constructive criticism and opportunities for growth |
| Organize your own work schedule each day in line with changing priorities. |
| Excellent Attitude: Diligent and positive attitude, willing to go the extra mile and risks while being a team player and you are resilient in the face of challenges |
| Critical thinker with a strong analytical skillset |
| Listening skills |
| Creative: Tailoring the right solution for a variety of customer requests |
| Record keeping and data entry |
| Must thrive on change and problem-solving, handles stressful situations calmly, and multitasks |
| Ability to work in a fast-paced environment |

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| **WAGE COMPENSATION** |
| Salary: $850 USD during the probation period (90 days). After it will increase to $1,100 USD.  5 days of PTO after 3 months  Available schedules:  Monday - Friday 3:30 PM EST to 11:30 PM EST  Internet and computer expenses will be an employee's responsibilities |