

RPM is a solid, quality and fast growing diversified transportation company with 9 locations and looking to expand. We have provided customers with quality service for over 33 years and continue to do so today. We are currently seeking a **Customer Service Representative** for our **Harbor Services** division located in Long Beach. This position will perform all customer service functions for all of the Harbor accounts from the beginning of the process (sending delivery or work orders) to billing preparation. In addition, the candidate hired will develop a professional relationship with all customers and be the liaison between all parties for the logistics of the operation until the containers are dispatched, billed, and paid. This position is M-F 8:30 a.m. to 5:00 p.m. Starting pay is \$12.00 - \$14.00 per hour depending on experience.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Set-up process of receiving each individual order for all customers based on their needs and requirements;
- Process each particular order after setting up the reporting document for that account;
- Use the technology available to set guidelines for the customs, free time, payments, rates, etc and report all info to the customers for setting up delivery dates and times;
- Monitor all customers, rates, fsc, and accessorial charges to each account to max revenue;
- Process the orders to dispatch to get the work performed as per the schedule and plan;
- Make sure all billing is set-up and sent to the corporate office for prompt billing;
- Monitor all extra expenses or costs to ensure rebilling and maximize profit;
- Maintain relations on the phone and the other communicative means to provide satisfaction to the customers and provide quality service in the name of RPM Harbor Services;

EDUCATION AND EXPERIENCE

- One to two years of verifiable experience as a CSR in the Harbor Services industry;
- Must have verifiable experience with Ocean containers and ports;
- High School diploma or general education degree (GED);
- The ability to effectively communicate in both written and oral format to all levels of staff;
- Computer literate using MS Word, Excel and Outlook;
- Knowledge of DOT regulations helpful;
- Ability to process a large number of details in coordinating loading of trucks and securing containers;
- Ability to handle high volume of data entry, email and phone calls, while providing superior customer service;

- Ability to work effectively in a fast-paced environment and within short deadlines;
- Ability to develop and maintain effective, positive internal/external working relationships with a diverse group of individuals;
- A successful team player;
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals; ability to write routine reports and other correspondence; ability to speak effectively before groups of customers or employees of the organization.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals; ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to apply common sense understanding to carry-out instructions furnished in written, oral, or diagram form; ability to deal with problems involving several concrete variables in standardized situations.

The company offers a competitive benefits package, which includes, Medical, Dental, Vision, Prescription Drugs, Life Insurance, 401(k), Holiday pay, Vacation pay, Sick leave pay and other Incentive programs.

RPM Consolidated Services, Inc. is an equal opportunity employer who requires a drug free workplace. Employment sponsorships are not available for this position.

For consideration, please submit your resume.

Note: Submittal of your resume does not constitute an application of employment