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## Job Description

### Client Services – Shipment Specialist

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#### **Job Snapshot**

Location:	Parkville, MO
Employment:	Full-time
Industry:	Transportation and Technology
Job Areas:	Shipment Operations, Customer Service, Supply Chain, Transportation
Education:	Bachelor's Degree preferred
Experience:	Experience will be considered but is not required

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#### **Company Background**

eShipping is a core technology and logistics service provider to the transportation marketplace. We are a diverse company that provides seamless, one-stop service to customers of outsourced (third party) logistics services for part, or all of their supply chain management functions. We specialize in the integrated operation, warehousing, and transportation services that can be scaled and customized to each client's unique needs based on market conditions and delivery service requirements.

At eShipping, we take seriously our commitment to provide an atmosphere whereby individuals can fulfill their destinies both personally and professionally. We care deeply about every individual on our team, and in turn, expect every team member to work tirelessly to fulfill our Mission and uphold our Core Values of Faith, Family, Integrity, Loyalty, and Maximizing Potential. Individuals who do not possess a passion for serving others, personal and professional growth through skills training and education, or defining a positive purpose in their life need not apply.

#### **Job Description**

As a part of the Client Services Team, you will be responsible for routing and tracking freight from point of entry into the system, through delivery. Responsibilities for this position entail receiving inbound calls from customers and/or their suppliers, and inputting their information into the eShipping Transportation Management System. Inbound calls will also include requests for shipment quotes and status updates. As a team, the eShipping Client Services Department is also responsible for monthly reporting, shipment history, analysis, and problem solving under tight deadlines. This group interacts with our Solutions, Account Management, Finance, and Executive teams regularly, and serves a critical role in the seamless and timely delivery of the suite of transportation management services provided by eShipping.

**RESPONSIBILITIES for this position include:**

- Efficient and courteous customer service and client management
- Cultivating and managing vendor relations
- Reporting and documentation with attention to detail
- Effective communication to internal team and external clients and vendors
- Working productively in a team atmosphere

**REQUIREMENTS for this position include:**

- Unwavering commitment to the company mission and core values
- Strong communication and customer service skills
- “Sense of urgency” and strong initiative
- Proficiency with Microsoft Office and basic technical skills
- Ability to multi-task effectively in a fast-paced team environment
- Self-motivated with positive attitude and strong work ethic
- Desire for continuous personal and professional development, training and skill building
- Honor, integrity, and selfless commitment to serving others