



Customer Service Representative

Job title	Customer Service Representative	Contact Info.	vajid@gtgrouppinc.com
Reports to	Customer Service Coordinator	Approved by	HR Manager
Work Schedule	Monday - Friday	Day Shift <input checked="" type="checkbox"/> Evening Shift <input type="checkbox"/>	8H00 – 16H30 <input checked="" type="checkbox"/> 8H30 – 17H00 <input checked="" type="checkbox"/> 9H00 – 17H30 <input type="checkbox"/>

JOB DESCRIPTION

The *Customer Service Clerk* makes customer service a priority, addresses it with efficiency and professionalism and acts as the liaison between the customer and the operation. This position acts as first point of contact for the customer and resolves any problems or concerns with the delivery of the customers' product in a friendly, timely and courteous and manner.

Note: This Job Description may not encompass the entire scope of this role, as other duties maybe assigned by management.

RESPONSIBILITIES

Customer Service and Problem Solving

- Ensure that customers are highly regarded and receive exceptional service during the shipping of customers' product;
- Address problems with shipping delays and client deadlines;
- Accountable to anticipate and defuse potential problems, which could include phone or email interactions with customers;
- Respond to customer enquiries, providing turnaround within ½ hour;
- Develop and maintain a positive client relationship by providing routine follow-up customer service calls;
- Document and escalate any customer service issues and/or shipping/receiving errors.

Plan and Coordinate Transportation of Materials

- Adhering to policies and procedures as well as regulatory compliance;
- Use the client's portal in order to track and monitor all inbound and outbound shipping requests to and from the terminal;
- Efficiency in time management;
- Strong reliance on monitoring and coordination of inbound and outbound shipping requests;
- Rectify problems, such as late & non-delivery of product;
- Comply with laws, regulations and standards;
- Document shipping information into the GT Hub.

Other Duties

- Performs other related work as required.

POSITION REQUIREMENTS

Education & Experience

- High School diploma required;
- 1-2 year general office experience, including telephone techniques and computer skills, in a customer service environment is required.

Knowledge & Qualifications

- Knowledge of MS Office Suite;
- Experience in Transport Documentation Processing would be an asset.

CORE COMPETENCIES

Communication

- Focus on the customer - meets customer needs in a timely manner; continually looks for ways to increase customer satisfaction;
- Expresses ideas clearly and effectively;
- Strong listening skills - listens to understand; is not judgmental;
- Conflict resolution - confronts problems openly and works constructively to find common ground.

Capacities

- Ability to establish and maintain effective working relationships with employees & clients;
- Ability to communicate both orally and in writing;
- Working knowledge of computers; working knowledge of modern office practices and procedures;
- Ability to enter data accurately;
- Ability to establish effective working relationships with employees and supervisors;
- Ability to work efficiently;
- Ability to effectively prioritize and execute tasks in a high-pressure environment;
- Ability to work both independently and in a team-oriented, collaborative environment.

DIRECT REPORTS

- This position has no direct reports.