

OPERATIONS REPRESENTATIVE

JOB DESCRIPTION:

Job Description: The Operations Representative is an entry level position that is primarily responsible for providing administrative support and/or executing routine operational processes to support the Customer and Carrier Teams. This position involves working directly with both Customers and Carriers along with the different Reliant Teams. The Operations Representative is a full-time, U.S. non-exempt position.

Advancement opportunities are directly related to effort and this position is a stepping stone to a career with the Customer or Carrier Team. Hard work, attention to details, and overall company growth will ensure your future success with the company. If you are organized, energetic, a self-starter, and determined to succeed, then Reliant Transportation is the company for you.

KEY RESPONSIBILITIES:

- Supports internal and external customers, carriers, and suppliers by executing operational processes.
- Provides Daily Operations Support to both the Customer and Carrier Team Members.
- Answers incoming calls, schedules appointments, provides shipment information, audits load information, tracking/tracing.
- Regular attendance and all other duties as assigned.
- Assists with Accounts Receivables collections and following up on Accounts Payable issues.
- Complete Customer and Carrier requests and follow-ups.
- Supports internal and external customers, carriers, and other Reliant employees by executing operational processes.
- Administrative projects and general administrative assistance, when needed.

<p><u>JOB SKILLS:</u></p> <ul style="list-style-type: none"> • Attention to detail and the ability to problem solve • Solid organization and time-management skills • Able to multi-task in a fast paced environment • Solid computer skills in Microsoft Office Products with the ability to learn logistic software quickly • Able to communicate clearly and concisely 	<p><u>EDUCATION:</u></p> <ul style="list-style-type: none"> • Bachelor’s degree, or • Combined 5-years of, college, administrative, or Brokerage experience preferred. <p><u>PERFORMANCE METRICS:</u></p> <ul style="list-style-type: none"> • Lincoln Office growth • Transaction Accuracy • Customer and Carrier retention
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CONTACT INFORMATION:

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