



# Automated Gate System Specialist

The Automated Gate System (AGS) Specialists performs a designated amount of intermodal operations transactions (gate transactions) for all REMPREX-supported rail terminals. Those duties include customer service for truck drivers, gate inspections, inventory inspections, and other operations as designated by supervisor or manager. Excellent customer service and detail oriented work is expected to provide both quality and quantity.

The AGS Specialist reports to the Terminal Service Manager (TSM). AGS Supervisors oversee the daily activity of AGS Specialist.

REMPREX provides paid training, career advancement, flexible hours, paid vacation time, medical, dental, vision, 401k and more! REMPREX has multiple Illinois locations on site and at the Willowbrook corporate office Remote Operations Center.

## ***Responsibilities***

The AGS Specialist is responsible for conducting damage inspections on trucks, verifying unit and driver credentials, and communicating with drivers through software called the SYNAPSE™ AGS Clerk Console.

The scope of the role includes, but is not limited to, the following procedures and tasks:

- Ensuring the security and data integrity of each and every transaction performed with the highest degree of accuracy.
- Pre requisite for AGS Specialist duties is to be RIP (Rail Inspection Portal) qualified and performing duties as such.
- Automated Gate processing, which involves data entry on a computer for each unit that enters or exits an intermodal terminal
- Information verification on units that enter or exit an intermodal terminal
- Accurate and efficient transaction processing to maintain safety and compliance in the intermodal terminal
- Vehicle damage verification
- Driver identity verification
- Operations reporting, including generating and distributing reports as needed
- Inventory management to ensure the availability of working equipment
- AGS Specialist eligible for bonus plan once training and evaluation period has been met.

## ***Requirements***

The AGS Specialist role requires the following qualifications:

- High School Diploma or General Educational Development (GED) certification
- College experience or one year of relevant work experience, preferred
- Working knowledge of the intermodal industry, preferred



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- Valid driver's license and a clean driving record
- Proven ability to maintain confidential information
- Excellent customer service skills, as well as pleasant and professional interpersonal skills
- Detail-oriented work ethic, exhibiting the highest level of professional accuracy
- Ability to work collaboratively in a team environment
- Ability to meet deadlines, meet or exceed performance goals, and maintain productivity as well as accuracy metrics on a monthly basis.
- Working knowledge of office machines, including, but not limited to, computers, fax machines, printers, and multi-line telephones

Ability to pass and maintain certifications or proficiencies in the following areas:

- Cardiopulmonary Resuscitation (CPR) Certification
- eRAILSAFE Certification
- REMPREX and Client Safety Rules and Regulations

## ***Physical***

To perform the essential functions of this job, an employee must meet the physical demands in this job description. Reasonable accommodations can be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stoop, kneel, crouch, talk, and hear. The employee is frequently required to stand, walk, sit, and use hands to finger, handle, feel, and reach. The employee must be able to stand for periods of eight hours or more, and must have the ability to lift up to 40 pounds. Specific vision abilities required by this job include the ability to adjust focus.

## ***Hours***

This role is a full-time position with non-standard work hours, including overnight and weekends. The Automated Gate System Specialist works either 8-hour or 12-hour shifts as scheduled. If scheduled for 12-hour shifts, then the individual typically works three or four consecutive shifts per week.



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## ***Work Environment***

The Automated Gate System Specialist typically works at the ROC (Remote Operations Center) in an office environment, working closely and communicating with others. The position can require long periods of sitting and viewing computer screens, as well standing and working outside. Occasional bending, reaching, walking, and carrying can occur.

Additionally, the role may require the individual to go on-site periodically. The Automated Gate System Specialist must possess company-issued personal protective equipment (PPE) and applicable licenses, as well as follow on-site safety guidelines.

## ***Selection Guidelines***

This position requires a formal application, rating of education and experience, oral interview, and reference check. Additionally, it may require job related tests. The duties listed in this job description are only examples of the various types of work that the Automated Gate System Specialist might be required to perform. The omission of a statement of duties does not exclude it from the position if the work is similar, related, or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee, and is subject to change as the needs of the employer and job change.

Please visit [www.remprex.com](http://www.remprex.com) to apply!