

Bridgeview, IL

Established in 2009, Mark-It Express provides asset based trucking and 3rd party logistics services to the global shipping community. The company is highly focused on customer service and is looking to add to its team of 100+ associates to support their tremendous growth. Mark-it Express was named to the 2015 & 2016 INC 5000 lists of fastest growing companies in the U.S., as well as Crain's Fast Fifty Chicago in 2016. www.mark-itexpress.com

Customer Service & Operations Representative:

This role will be responsible for communication and relationship development with shipping customers and contract carriers. Day to day activities will include:

- Develop and manage positive relationships with Mark-It Express staff, management, customer base, and contract motor carriers
- Troubleshoot problems and resolve issues to maintain/improve customer satisfaction
- Proactively communicate shipment information with customers and carriers
- Seek customer feedback and coordinate with sales team to implement plans for improvement
- Collaborate with company departments
- Enter customer orders into operating system and appoint loads based on proper utilization
- Consult with carriers to determine capacity and minimize service failures
- Assist in day to day operations (tracking shipments, dispatching drivers, coordinating movement of freight by assigned carriers, addressing billing issues as needed)
- Participate in ongoing training to improve and refine skills

The Ideal Candidate:

- HS Diploma REQUIRED
- Must possess strong oral and written communication skills
- Must be a good Listener
- Must be organized and disciplined
- Must be outgoing and friendly on the telephone
- Must be able to multi-task
- Must have the ability to solve practical problems and be comfortable making decisions
- Must be able to interpret a variety of oral and written instructions
- Must be proficient in MS Word, Excel, and Outlook, as well as internet savvy
- Transportation/Logistics industry experience is preferred but not required
- Experience with McLeod Software is a BIG +

Competitive salary & benefits package

Please email John Condon at jcondon@mark-itexpress.com with your resume to apply.