



Customer Service Representative

Ask yourselves these questions. Are you...

- An excellent **people person**?
- Passionate about **helping customers** and **solving problems**?
- **Ambitious, adaptable**, and a great **team player**?

If so, we should talk.

SHIFT Freight is not a typical freight carrier – it is a team of innovators reshaping the transportation industry. But we recognize that we are only as good as our people. If you're hungry to be part of a team dedicated to its customers, mission and team, you should keep reading.

We are currently looking for an enthusiastic and customer-orientated individual to help deliver a best-in-class customer service experience and address customer inquiries via phone and e-mail, with an emphasis on courtesy, timeliness, and efficiency.

Responsibilities

- Dispatch shipments in response to e-mail and phone requests
- Receive, process, and respond timely to customer inquiries, orders, and complaints
- Provide appropriate price quotes that fit the customer needs
- Exercise judgment and sensitivity in customer interactions to provide the best solution in a timely fashion
- Work together with the SHIFT team to meet expectations both internally and externally

Qualifications

- High school education or equivalent (required), College education (preferred)
- Proficient in Microsoft Office applications (required)
- Positive attitude and ambition to exceed customer expectations (required)
- A passion for FUN (required)
- Ability to communicate effectively both verbally and in writing (required)
- Ability to multi-task and think fast
- An appreciation for an entrepreneurial, fast-paced, and results-driven work environment (required)
- Knowledge and understanding of the transportation industry (preferred)

Location

Santa Fe Springs, CA

Interested in learning more? We'd be interested in talking with you!

Contact us at joinus@shiftfreight.com for more information.

Check us out on the web at www.shiftfreight.com and on Facebook at facebook.com/shiftfreight