

### **Job Description**

**Position Title:** Logistics and Customer Service Coordinator

**Reports To:** VP Sales and Marketing

**FLSA Status:** Exempt

#### **SUMMARY**

Reliable Corp is an established small company in growth mode, expanding into new markets and applications. Reliable competes in a specialty, engineered metals arena dominated by much larger, often global competitors. This circumstance mandates a broad, flexible scope of work, and self-starting, tenacious individuals who have a strong work ethic.

**How to Apply:** Please visit company website at [www.reliablecorp.com](http://www.reliablecorp.com) and email resume and cover letter to [jobs@reliablesilver.com](mailto:jobs@reliablesilver.com).

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Performs administrative duties such as answering phones, updating records, and providing excellent customer service.
- Schedules pickups from appointed carriers.
- Creates shipping labels and provides the production team all documents needed for shipments such as certificates of analysis, packing slips, and bills of lading.
- Maintains organized shipping records, including statements of origin, shipping costs, products shipped, and receipt dates.
- Efficiently works with the production team to coordinate shipments and the production schedule.
- Develops knowledge about freight and shipping regulations along with fees.
- Management and tracking of open orders.
- Manages invoicing to customers. Coordinates invoices and metal account transactions with accounting as required.
- Problem solves for customers and suppliers on concerns related to shipping orders.
- Develops and maintains good customer relationships.
- Assists in quoting customers as required.

#### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. An accountable owner and entrepreneurial spirit is required for this position. A hands-on mind set with a "can do" attitude and demonstrably strong work ethic is required.

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### **EDUCATION and/or EXPERIENCE**

5+ years customer service, inside sales, or other relevant experience for the position. Some college education or formal training is preferred.

### **VERBAL AND LANGUAGE SKILLS**

Adept in communication with customers. Ability to read and analyze commercial documents as appropriate for the position. Ability to respond to complex inquiries or complaints from customers. Ability to effectively present information to management and communicate with customers orally and in writing.

### **MATHEMATICAL SKILLS**

Commensurate with the position.

### **PHYSICAL DEMANDS**

While performing the duties of this position, the incumbent is regularly required to reach with hands and arms, speak, and hear. The incumbent is occasionally required to stand and stoop, kneel, or crouch. The incumbent may occasionally lift and/or move up to 30 pounds.

### **WORK ENVIRONMENT**

Generally office work environment. Occasional entry into production area required.

### **OTHER**

As provided by the Americans with Disabilities Act, the company is committed to discussing and providing reasonable accommodations to its employees to help them fulfill the essential functions of their jobs.