



Customer Account Representative

The Customer Account Representative role is responsible for providing world class customer service to existing clients as well as developing and growing current accounts as assigned. This position manages a book of business while striving to build and maintain relationships with a “customer first” approach. In this role, it is necessary to be able to work well under pressure in a fast-paced, team-oriented environment with the understanding of urgency and forward thinking to provide solutions to clients.

Knowledge – Skills – Abilities (minimum)

Education: Bachelor’s Degree (preferred)

Experience: (1-year minimum experience of the following is preferred)

- Working knowledge and practical experience of the transportation and logistics industry
- Participating in a fast-paced, high energy workplace
- Building and developing strong relationships
- Persuading, motivating, negotiating, and influencing skills
- Forward thinking with a focus on securing new opportunities
- Understanding urgency and time critical operations to support the needs of the clients
- Phone skill rapport
- Highly motivated, enthusiastic, and self-driven

Technology/Software:

- Microsoft Office Suite – Outlook, Teams, Word, Excel, PowerPoint etc.
- TMS (Transportation Management Software)

Communication:

- Excellent communication skills; written and verbal

Position Responsibilities – Tasks – Deliverables

- Operate as a primary contact for customers and carriers regarding all matters specific to assigned accounts
- Build and maintains relationships with existing/assigned customer accounts
- Negotiate pricing with customers and makes financial decisions using assigned financial parameter guide with regard to customer and company freight spend
- Accountable to achieve monthly account GP\$ targets and grow assigned accounts where possible
- Build shipments in TMS in accordance with customer specifications
- Proactively provide updates and communication to customers on all shipments
- Respond to customer communications with speed and accuracy
- Collect hard copy Proof of Deliveries from receiving locations (as necessary)
- Analyze and solve issues to arrive at solutions with little oversight from supervisors

Key Performance Indicators (KPIs)

- GP % and \$ on accounts managed by the Representative
- Number of active buying accounts managed on a weekly and monthly basis
- Number of Loads built, scheduled, and serviced on a weekly and monthly basis

Physical Capabilities

Strength:

- Extended time periods in sitting position, in front of computer, on phone using repetitive actions of arms and hands
- Able to speak easily and communicate in person, in writing, and on a telephone for varying lengths of time and in random order

Movement:

- Frequent sitting

Hearing:

- Required to hear others verbal information
- Job is in an open work environment with many distractions

Vision:

- Able to see information as it is provided in variety of formats
- Will need to work using a computer screen for extended time periods

Reports to: Customer Accounts and Operations Manager

Direct Reports: None

Shift: Day Time Hours ranging between 6am and 6pm with the potential for extended hours while remote as the business requires.

WFH Policy: Hybrid Model – mix of in office and at home schedules

Send Resume to Careers@VPLogistics.com to apply!