

Customer Service Representative (San Jose, CA)

Provide service excellence to both internal and external customers. Collaborate with customers and service center personnel to resolve issues.

Essential Functions:

- Available to work a variety of shifts, including days, evenings, nights and weekends.
- Perform general clerical duties as assigned, including but not limited to answering and directing phone calls, filing, data entry and billing.
- Attention to detail including recognizing and resolving documentation errors.
- Process over, short and damaged freight and related documentation for customer resolution.
- Assist customers via phone, email and fax with inquiries including but not limited to tracing shipments, rate quotes, tariff discrepancies and billing and/or invoicing questions.
- Properly bill shipments pursuant to applicable tariffs and pricing agreements.
- Safely walk and stand for extended periods of time on a loading dock that is not climate-controlled and may be slippery.
- Prompt, daily attendance at assigned work location.
- Perform other duties as assigned.

Knowledge, Skills and Abilities:

- Excellent time management, organizational and multi-tasking skills.
- Previous customer service experience.
- Transportation experience is a plus.
- Strong computer, typing and 10-key skills
- Proficient with Microsoft Office Suite (Excel, Word, and Outlook).
- Excellent written and verbal communication skills.
- Ability to work independently and/or in a team environment.

Resumes to: BBSIConnectSJ@bbsihq.com

Main Contact: Greta Minnis (510) 789-8306 or greta.minnis@bbsihq.com