

# Transportation Carrier Representative

[EJ Logistics Group](#)

Puyallup, WA

\$50,000 - \$70,000 a year plus bonus - Full-time

## Job details

### Salary

\$50,000 - \$70,000 a year plus bonus

### Job Type

Full-time

## Benefits

*Pulled from the full job description*

401(k)

401(k) matching

Life insurance

Retirement plan

## Full Job Description

EJ Logistics Group is a Puyallup, WA based in-house brokerage company to a long-standing commodity powerhouse, looking for a motivated person to join our team as a Carrier Representative. Our foundation is set for continued growth, looking for someone to join our team and complement our amazing staff.

### Duties and responsibilities:

- Responsible for maintaining relationships with current carriers
- Responsible for engaging new carriers through prospecting and cold calling
- Develop and grow carrier relationships and partnerships. (i.e, business reviews, in person/video meetings, internal carrier programs, etc)
- Work with Account Management and Sales to cover existing in-house loads, tracking loads from start to finish
- Help foster new opportunities with Account Management and Sales for core customers
- Assist in growth of power only carrier program
- TMS management: Internal and External updates

### Required skills:

- Positive attitude and a Team player
- Good communication skills via phone, email and text
- Computer literacy with Microsoft Excel and Word
- Prior experience with TMS software preferred (TMW, AS400, EKA, Ascend etc.)
- Basic understanding of transportation and logistics industry
- Prior experience with temperature-controlled transportation preferred
- Exceptional customer service skills
- Ability to multitask and meet deadlines; results-driven

- Ability to work in a team environment, while delivering independent results

Benefits:

- 401(k) matching
- Life insurance
- Retirement plan

Schedule:

- 8 hour shift
- Monday to Friday
- On call
- Weekend availability

Supplemental Pay:

- Bonus pay

Experience:

- Brokerage: 1 year (Preferred)

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## Operations Support Specialist

EJ Logistics Group

Puyallup, WA

\$45,000 - \$55,000 a year - Full-time

### Job details

**Salary**

\$45,000 - \$55,000 a year

**Job Type**

Full-time

### Qualifications

- High school or equivalent (Preferred)
- Logistics: 1 year (Preferred)
- Customer service: 1 year (Preferred)
- US work authorization (Preferred)

### Full Job Description

EJ Logistics Group is a Puyallup, WA based in-house brokerage company to a long-standing commodity powerhouse, looking for a motivated person to join our team as a Operations Support Specialist. Our foundation is set for continued growth, looking for someone to join our team and complement our amazing staff.

### Operations Support Specialist

- Responsible for direct customer communication pertaining to planned, live, and completed orders.
- Communicate all loads tendered through customer portals or direct emails to the operations team for capacity strategy.
- Responsible for knowing and adhering to all Customer specific SOPs and SLAs.
- Communicate all requests from assigned customers for quotes and availability to the operations and sales team.
- Responsible for entering and updating all orders received for assigned customers.
- Work with the operations team to ensure all pertinent information and instructions have been received and communicated to the carrier.
- Field all customer inquiries and work with the operations team to ensure accurate communication.
- Track and trace all shipments for assigned customers and communicate progress to both operations and customers where appropriate.
- Work with operations team to resolve any issues that arise and manage timely, skillful communication of the issues and resolutions to the customer.
- Collect and batch all required records and billing info for the accounting team.
- Field discrepancy inquiries from the accounting team and the customer.

### Required skills:

- Positive attitude and a Team player
- Ability to interface and communicate effectively with base level support personnel up to and including C Suit executives
- Good communication skills via phone, email and text
- Computer literacy with Microsoft Excel and Word
- Prior experience with TMS software preferred (TMW, AS400, EKA, Ascend etc.)
- Basic understanding of transportation and logistics industry
- Prior experience with temperature-controlled transportation preferred