



Lightning Logistics, LLC.
10622 Hirsch Rd.
Houston, TX 77016

713-255-9100
 Fax 713-255-9105
www.lightning-logistics.com

Scope of Job Descriptions:

It is our goal to make clear to each employee what their responsibilities are to Lightning Logistics and help them to solidify in their minds what they can do to best perform their jobs. Some of the benefits of Job Descriptions are they improve an organizations ability to manage people and roles clarifying employer expectations for the employee; provides a basis of measuring job performance; provides clear description of role for job candidates; enables pay and grading systems to be structured fairly; essential reference tool for discipline issues; and provides important reference points for training and development areas.

Purpose:	Provides customer service support to the organization by obtaining, analyzing and verifying the accuracy of order information in a timely manner. Initiates and/or implements corrective action as needed in order to ensure that an excellent standard of service and a high level of customer satisfaction are maintained. Prepares customer service summary reports. Co-ordinates the handling of difficult and/or unusual situations.			
Job Title:	Customer Service Coordinator	Department:	Operations	
Reports To:	COO	Employment Status:	Full Time	Date: May 2014

Key Responsibilities:

- Check email daily for incoming loads from customers
- Take incoming calls from customers acquiring load information
- Receives, processes and verifies the accuracy of order from customers utilizing Courier Complete
- Provide customer with status reports on progress of loads
- Assign customer login giving access to online Courier Complete
- Update Courier Complete when load is completed, correcting pricing and finalizing
- Manage and resolve customer service issues as they arise
- Establish and maintain good working relationship with drivers and customers
- Quote rates to customers
- Provide customer with summary reports upon request
- Provide customer with copies of Bill of Ladings (proof of delivery) upon request
- Participates and provides expertise as a member of the customer services department to increase the accuracy, efficiency and responsiveness of the department as a whole

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Qualifications and Skills Required To Do Job:
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- High school graduate or GED
- Strong Customer Services skills and experience
- Transportation industry dispatch software experience a plus
- Data entry experience
- Ability to operate computers and other office machines
- Knowledge of Outlook or other email software
- Ability to handle multiple-functions at the same time and remain focused through daily interruptions
- Ability to work quickly, proficiently and efficiently on a timely manner to meet deadlines
- Strong communications skills, both written and verbal