



## Operations Service Representative (OSR)

### **Overview**

The Operations Service Representative's (OSR) primary role is to make outgoing phone calls to drivers and dispatchers and coordinate them with the information about shipments available and/or assigned to them. The role also requires ability to prospect new service providers while building relationships with existing providers through contact and database updates. This includes pickup and delivery information, loading time and location(s), driving directions and freight information. Serve as a liaison between the Client Service Representative (CSR) and the Carrier. The OSR position requires extensive phone and computer skills.

### **Responsibilities**

- Establish new and enhance existing carrier relationships
- Negotiate carriage rates
- Work with providers to secure capacity that fit with service requirements
- Prepare and coordinate required documentation; process carrier dispatches from beginning to end
- Proactively manage exceptions and present solutions to appropriate parties
- Communicate information timely and accurately to both internal and external points of contact
- Comply with SOP and all regulatory requirements; maintain strong daily transactional flow
- Keep timely and accurate service provider records by updating account information
- Contribute to TEAM success by meeting/exceeding assigned goals

### **Qualifications**

- High activity level
- Effective communication skills; exceptional phone skills
- Strong customer service skills; solid conflict resolution skills
- Attention to details and accuracy
- Ability to multi-task and reprioritize workload
- Team-oriented
- Strong decision making skills; ability to work independently
- Problem solving and analytical skills
- Computer skills: Keyboarding, MS Office, Internet, Maps, and proven ability to learn proprietary system(s)
- Education: Minimum four (4) years college education/customer service experience, or combination thereof

**Disclaimer:** The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

### **Compensation**

- Salary + Bonus, commensurate to experience and education.
- Full time, exempt position, eligible for group benefits including Health, Dental, Term Life Insurance, 401(k), and Paid Time Off (PTO) program