

Seko Logistics Seattle Seeking Operations Agent

About SEKO

Founded in 1976, SEKO is a global third party logistics provider with 57 offices in the United States and 100 offices in more than 40 countries worldwide. It offers a full range of supply chain solutions, including transportation services such as domestic and global air and ocean freight forwarding, customs brokerage, ground transportation, trans-border distribution, U.S. home delivery and DC bypass shipping, on an expedited and time-definite basis, 24/7. International logistics solutions include warehouse management services, asset management and distribution, contract logistics and reverse logistics services. SEKO's IT solutions offer a broad range of real-time Web-based shipment management and data exchange tools for a high degree of supply chain visibility. SEKO is a dynamic, energetic, entrepreneurially driven customer-focused global supply chain logistics firm. For more information, visit www.sekologistics.com.

Job Objective:

Acts as an important liaison for domestic customer service, ecommerce and 3PL services – provides customer service with email correspondence, courteous phone communication, and timely system updates – follows all safety and security procedures per company, federal, and TSA standards.

Essential Job Functions

- **General Operations**
 - Answer phones professionally and according to company standard
 - Provide customer service, including tracking, tracing and providing rate quotations
 - Convert web shipments and process
 - Dispatch pickups and deliveries to company drivers or authorized agents
 - Communicate pickup/delivery discrepancies to controlling stations and/or customers
- **Customer Service Functions**
 - Track all expedited shipments, 1-day, 2-day, 3-day, expedited ground service levels
 - Track with carriers as needed to ensure timely transit
 - Contact destination stations as needed to ensure timely delivery
 - Update Seko computer system with status changes
 - Provide rate quotations for customers
 - Determine customer requirements – service level, shipping lanes, accessorial service requirements
 - Determine carrier(s) costs
 - Determine cartage costs
 - Determine appropriate profit margin
- **Administrative Functions**
 - Finalize qualified hawbs
- **Non-essential Job Functions**
 - Assist cartage operation during spikes
 - Keep work station organized, neat and tidy

Relationships and Roles:

- Demonstrate ability to interact and cooperate with all company employees.
- Build trust, value others, communicate effectively, with internal and external customers.
- Maintain professional internal and external relationships that meet company core values.
- Proactively establish and maintain effective working team relationships with all support departments.

Job Specifications:

Bachelor's Degree or 3+ years experience in transportation/logistics industry is required.
Ability to manage and prioritize multiple simultaneous customer and administrative events.

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