

Title: Junior Customer Services Representative

Reports to: Branch Manager

Positions available in: Ft. Worth, TX

*Full-time / Non-exempt hourly position

General Description & Expectations:

- Process customer orders
- Maintain accuracy of 97% or greater
- Coordinate between dispatch and customers on load information
- Maintain customer profile information along with filling and copying duties as needed
- Follow company policy for processes and procedures
- Manage demurrage, detention, and other accessorial costs with customer
- Problem solve driver/carrier issues
- Customer retention

Work experience requirements/Skills:

- Work independently, great communicator & customer service skills
- Problem Solving/Investigation skills
- Data Entry Experience
- Accurate typing skills
- Ability to coordinate high volume phone skills
- Computer experience, preferably with AS400/Excel/Word/PC/Miler
- Filling/Copying

Education Requirements

Minimum - High school diploma or GED

RWI Transportation LLC is An Equal Opportunity and Affirmative Action Employer and participates in the E-Verify Employment Verification Program.

To Apply

Please send an updated copy of your resume to lrainey@rwitrans.com or call Lyndsey Rainey directly at 1-800-669-6765 x1006.