



Customer Operations

Specialist 1

CJ Logistics America – Field

FLSA Status: Non-Exempt

Updated: 2/23/21

Position Overview

The Customer Specialist 1 is responsible for activities in the Shipping and Receiving Office as the primary point of contact for all incoming and outgoing drivers. The CS1 is responsible for completing paperwork, maintaining schedules, and ensuring all paperwork is complete and error free. The CS1 provides information both internally and externally as needed.

Position Responsibilities

- Sign driver in and out of the facility; verifying all paperwork
- Assign dock doors to the inbound and outbound loads
- Maintain door accuracy and yard report for trailer inventory
- Process Bills of Lading and associated shipping and receiving documents.
- Reconcile inbound with packing slips and coordinate drop lot activity
- Coordinate moves on the yard for the spotter/yard jockey
- Provide a strong level of customer service to internal and external customers
- Maintain Inbound and Outbound Schedules
- Work closely with shift management and leads to accomplish shift goals.
- Report errors and/ or issues to appropriate member of leadership to ensure accuracy
- Participate in all training programs provided
- Performs all duties in a safe and timely manner

Job Qualifications – Required

- High School Diploma/GED equivalent required.
- PC Experience with proficiency in Microsoft Office Suite (Word,



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Excel, PowerPoint)

- Previous AS400 and/or warehouse management systems (WMS) experience preferred
- Basic math and reading skills necessary
- Detailed oriented with the ability to perform multiple task in fast moving environment
- Ability to follow oral and/or written instruction
- Good interpersonal skills and ability to work with internal and external customers.

Job Qualifications – Preferred

- Previous Shipping and Receiving experience in a warehouse environment.

Personal Qualities

- Strong interpersonal skills, both verbal and written
- Positive approach in all interactions
- Team orientated and self-motivated
- Ability to multi-task calmly and effectively in a rapidly changing environment
- Solid organization skills
- Willingness to learn new systems as needed

Work Environment

- This role routinely uses standard office and computer equipment.