

TCX Job Description: Manager Service Delivery

Summary:

Responsible for planning, scheduling, monitoring, and adjusting transportation equipment and customer shipments as part of our Network Operations Center;

Reports to VP Service Delivery, located at company HQ in Kansas City metro.

Overview:

Tiger Cool Express is a refrigerated intermodal transportation provider.

We are looking for individuals with experience working in transportation network operations centers. The successful candidate must enjoy working on a team, in a high velocity, sometimes stressful environment, but all with a passion to ensuring our customers receive the service they expect while optimally managing the company's assets.

To thrive in this role, you should love variety, work independently, communicate well and be extremely organized. We are looking for motivated individuals with a proven track record in transportation and who has the ability to work under pressure and effectively prioritize tasks.

Job Duties:

- ✓ Operations and Customer Service process implementation.
- ✓ Utilize TMS software and TCX approved procedures to cost-effectively route shipments that meets customer and TCX requirements.
- ✓ Ensure carriers are properly notified of orders and responding in a timely fashion to pick-up TCX customer shipments.
- ✓ Arrange shipments, destination, route, rate, delivery time; ordering carriers.
- ✓ Verify items shipped by matching bills of lading; reconciling quantities and discrepancies.
- ✓ Keep customers informed by forwarding notice of item availability, shipment date and method, and current status; answering questions.
- ✓ Protect TCX business by keeping pricing, promotion, purchase order, and credit-limit information confidential.
- ✓ Participate in comprehensive training opportunities.
- ✓ Contribute towards TCX meeting our business goals by adding value to job duties.

TCX Job Description: Manager Service Delivery

Job Skills:

- ✓ Documentation Skills
- ✓ Data Entry Skills
- ✓ Telephone Skills
- ✓ Effective Communication
- ✓ Motivated Self Starter
- ✓ Multi-tasking
- ✓ Dependability
- ✓ Professional Attitude
- ✓ Ability to Develop and Monitor Reports

Job Requirements:

- ✓ Ability to develop solutions and make decisions considering factors such as cost, customer expectations and company needs.

Job Qualifications:

1. Prior intermodal experience
2. Minimum of Bachelor's Degree