

# Customer Service Associate - Distressed Loads

Total Quality Logistics - Milford, OH

## Job Description

Total Quality Logistics is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, age, national origin, genetic information, disability or protected veteran status.

If you are unable to apply online due to a disability, contact recruiting at (513) 831-2600 ext. 51454.

About the role:

At TQL, our Distressed Loads team is an essential part of the industry-leading logistics services we provide 24/7/365. As a member of this team, you will be responsible for supporting the sales floor by providing issue resolution, risk management and excellent customer service. If you are a doer, natural problem solver and critical thinker our Distress Loads team is the right fit for you.

What's in it for you:

- \*Competitive compensation and benefits package
- \*\$1,000 annual bonus potential
- \*Advancement opportunities with structured career paths
- \*Up to \$5,000/yr. in tuition reimbursement
- \*Employee referral bonus opportunities

What you'll be doing:

- \*Assist Sales with any over-the road issues that may arise; including but not limited to breakdowns, hostage situations, late deliveries, missing loads, rejections, salvage, stolen loads and traffic accidents
- \*Evaluate and maintain TQL's carrier base through proper risk management
- \*Review new claims as they are marked, working with carriers, customers and sales to mitigate a loss, and prevent OS&D (over, short & damage) and Cargo claims from occurring
- \*Partner with other departments on projects and strategic initiatives to support sales

What you need:

- \*At least 1 year of previous experience in a fast-paced work environment
- \*Positive attitude, professional demeanor, tactful and ethical
- \*Excellent verbal and written communication
- \*Strong problem solving and critical thinking skills
- \*Self-motivated and dependable; able to work independently
- \*Ability to prioritize many different requests and handle changing priorities