



Medallion Transport & Logistics Job Description

Job Title: Equipment/Customer Services Rep.
Department: Equipment/Customer Services
Reports To: Manager
FLSA Status: Salary
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Prepared Date: January, 2017
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Approved Date: January, 2017

SUMMARY

Assist in daily activities of the Equipment/Customer Service Department, staff, operators and equipment to meet DOT/Customer Services standards. Effectively assist in managing expense to the yearly budget, provide cost analysis support to management and provide daily O/O and Agent assistants.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Support existing Equipment /Customer Service management and staff personnel with daily issues.
- Ensure the daily responsibilities of department objectives and standards are being achieved.
- Responsible for decision making process concerning maintenance and customer service issues.
- Assist management in development and implementation of all processes for the department.
- Assist Management with managing costs for daily, monthly and annual budgets.
- Responsible for handling trailer lease assignments to owner-operators
- Handle trailer maintenance and owner-operator equipment issues
- Manage tire purchase for approx. 150 company controlled trailers
- Work with agents, vendors and Owner-Operator's with operational, settlement issues
- Proactively communicate with management to anticipate maintenance & operational issues and/or opportunities for the department
- Work with Compliance and other departments on joint issues
- Work with Operators on Log & ELD, Fuel Tax and Safety follow ups
- Assist the Manager of Equipment/Customer Services department, as needed
- Must perform duties to the standards of the job description and comply with the company's policies, practices, and procedures

SUPERVISORY RESPONSIBILITIES

Carries out responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include planning and addressing complaints and resolving problems.



QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

REQUIRED SKILLS

Intricate knowledge of multiple types of trailing equipment
Excellent communication and negotiating skills
Working knowledge of computer software applications, Word and Excel
Excellent organizational and analytical skills
Knowledge of DOT regulations

EDUCATION and/or EXPERIENCE

High-School education (Associates degree preferred) or 3 years related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Ability to read, write and speak English.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, proportions, percentages, area, volume and statistical analyses.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand, walk and sit. The employee is occasionally required to use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and lift or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.



Ability to sit at workstation for 8 hour shift and perform extensive computer and telephone work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually loud.