



Company Profile:

Since 1977, EA Logistics has provided global best-in-class transportation, warehousing and logistics services.

As a multi-modal freight forwarder, we have the capacity to move anything, anywhere, anytime! Our customer-centric state of the art TMS, WMS and quoting tools provides online visibility and efficiency that can be integrated into our client's systems.

We have the scale to deliver excellent solutions coupled with the passion and depth of resources to support all of our internal/external customers and salespeople in the way they expect and deserve. We pride ourselves on always thinking forward and providing flexible solutions to meet the demands of our customers which ranks our solutions ahead of any others.

Domestic Operations Agent:

Job Summary:

As an operations agent, you will be responsible for handling inbound calls and emails from customers for quotes, pickups and shipment status information. You will be working with customers and team members to process requests in a timely and efficient manner. Heavy interaction required with carriers and agents to ensure execution of service expectations for the client. A robust TMS is the backbone of your work, providing you with costing and pricing information, POD's, and other details that are necessary to be successful in this role. Daily prioritization of tasks is critical in this fast paced ever-changing environment.

Key Responsibilities:

- Timely and accurate quoting for shipment or project costing
- Arranging shipments with carriers and agents
- Creation & transmission of shipping documents
- Monitoring and reporting shipment status
- Working with Sales team to win business
- Ability to troubleshoot and find solutions quickly
- Fact based decision making

Required Traits:

- Positive team player
- Proactive, self-starter with ability to prioritize & multi-task
- Can work in a collaborative, team environment
- Working knowledge of Freight Forwarding process (Air & Ground)
- Excellent Grammar/writing and basic Math skills
- Ability to think outside of the box

Education & Experience:

- High School Diploma
- Minimum of 2 years of experience in domestic operations
- Proficient in Word and Excel

To apply, please email your resume to: careers@ealogistics.com