



Job Description

Job Title: Household Goods Customer Service Coordinator
Department: Household Goods
Reports To: Household Goods Customer Service Supervisor
Direct Reports: None
FLSA Status: Non-Exempt
Full or Part time: Full time

Position Summary

To provide support for sales people and to interface with customers, DFW&M branch personnel, Mayflower Van Lines corporate, agency personnel and third party service representatives. Provide quality customer service for each customer.

Company Values

Must understand and support the company written Mission Statement, Philosophy Statement.

Scope of Authority

- * Policy Establishment: This position is encouraged to review and make recommendations to policy
- *Procedure Establishment: Although this position is encouraged to make recommendations in regard to procedures, it has no authority to make or change procedures.
- *Financial: This position has no financial authority.
- *Contractual: This position has no authority to sign contracts.
- *Personnel: None

Essential Duties & Responsibilities:

- *Receive orders from sales person or national account and enter into Move Manager.
- *Provide estimate to the account/customer upon completion of survey.
- *Register moves with Mayflower Van Lines or schedule with appropriate Daryl Flood dispatcher.
- *Schedule origin and any destination services with the appropriate parties.
- *Arrange all third party services required for the move.
- *Obtain additional authorizations from national accounts or collect COD charges from customers for additional services.
- *Coordinate all aspects of the move with the transferee and account via phone, fax or e-mail.
- *Perform check calls during the move and follow up with customer after completion of the move to ensure satisfaction.
- *Scan all related move documents and attach to the move in an electronic file.
- *Other duties as required.

Required Skills & Core Competencies

- *Customer service orientation
- *Self starter and highly motivated
- *Ability to multi-task in a fast-paced environment is a must.
- *Ability to type at least 40wpm.
- *Excellent organization, communication, and problem solving skills

Minimum Qualifications:

- *Must have a minimum of one to two years experience coordinating in the transportation industry and or related field.
- *Must possess a diplomatic, professional telephone manner with excellent communication and customer service skills.
- *Be flexible, patient and have the ability to work in a team environment.
- *Must be able to operate a variety of office equipment such as a copier, telephone, computer, scanner and fax machine.
- *Must be able to work effectively under time constraints and frequent interruptions.
- *Must have a valid Texas driver's license and a clear driving record.
- *Must be able to sit or stand for long periods at a time and perform data entry and typing functions.
- *High school diploma/GED

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 the job. Reasonable accommodation may be made available to individuals with disabilities to perform essential functions of this position. These physical demands include, but are not necessarily limited to: standing, sitting, walking, typing, hearing and talking for prolonged periods of time.