



Position:	Transportation Support Representative	Department:	Transportation
Classification:	Non-exempt/Hourly	Reports To:	Transportation Director
Date Created:	November 24, 2018	Last Revised:	April 21, 2021

Job Overview:

The Transportation Support Representative serves business partners by providing and processing information in response to inquiries, concerns, and requests. The Transportation Support Representative is responsible for providing direct service and support for the Transportation team ensuring pertinent information is disseminated timely. The Transportation Support Representative also maintains data in company computer systems, supports the dispatching of drivers and covers other tasks as needed.

Essential Functions:

1. Regularly interacts with business partners via phone, email, and internet.
2. Fields calls and disseminates information to the appropriate business partners to ensure proper service levels are met.
3. Provides communication to business partners on driver status, issues impacting deliveries, delivery changes, etc.
4. Develops strong working knowledge of Omnitrac and other Transportation systems.
5. Responds promptly to driver inquiries and resolve issues in a timely manner.
6. Conducts driver quality follow-up, providing drivers with information about their accuracy, trends and errors.
7. Researches and tracks issues identified by sales reps through customer complaints to ensure proper follow up with drivers.
8. Assists with ensuring drivers are properly executing COD pick-ups.
9. Works with Inside Sales on manifest instructions and ensures drivers execute special instructions when changes to delivery windows and special instructions occur.
10. Partners with Inside Sales on executing requests for pick-up of incorrect or bad product, either from customers or Sales Representatives.
11. Assists with organizing and executing special requests from Sale Representatives.
12. Uses company computer systems to track department information and create reports as necessary
13. Performs various tasks that may arise such as communicating with drivers, equipment leasing companies for equipment issues, follow up with drivers in satellite locations and helping to track this information as appropriate.
14. Performs random audits to include trailer returns, customer delivery follow-up, inquiries on the quality of service after customer deliveries, load quality follow-up, etc.

15. Routinely works with the operational, purchasing and sales departments to meet the needs of the company and the Transportation Department.
16. Systematizes purchasing practices for needed supplies (including but not limited to DEF, fuel additives, cleaning supplies, etc.).
17. Orders fuel for the fleet, makes efforts to control fuel costs, and handles all fuel reporting.
18. Manages the Best Pass program, including transponder assignments and reviewing and reconciling invoices.

Additional Responsibilities:

1. Follows all company guidelines and procedures, to include but not limited to, safety, food safety/HACCP and sanitation.
2. When necessary, assists with the driver check in process, including receipt of DVIR, cash and keys and communicating information to drivers.
3. Serves as back-up to the Transportation Clerk.
4. Assists with truck routing functions when directed and in the absence of the primary router.
5. Performs other related duties as required or directed by management.

Knowledge, Skills, and Abilities:

1. Good knowledge of principles, practices, and processes for providing customer and personal services.
2. Ability to communicate effectively, both verbally and in writing.
3. Ability to accurately evaluate customer satisfaction to ensure their needs are being met.
4. Good knowledge of administrative and clerical procedures and systems, such as managing files and records.
5. Develop strong knowledge of transportation systems (TMW, People Net, Retalix) to be able to provide driver status updates, conduct research and handle customer service requests.
6. Ability to learn and effectively use company specific computer systems used to route trucks, map product, and maintain company data.
7. Strong attention to detail and accuracy of work.
8. Ability to multi-task to meet the varied demands of the position.
9. Ability to actively listen to others by giving full attention to what is being said and taking the time to understand.
10. Ability to manage difficult or emotional business partner situations and respond promptly to their needs.
11. Ability to work individually or as part of a team.
12. Ability to organize work in a manner that allows all work to be completed accurately, within timeframes, and to the satisfaction of business partners.
13. Proficient in the use of Microsoft Office products, including Excel, Word, Outlook, and in the use of Internet Explorer.
14. Punctual and dependable.
15. Courteous and tactful.

Education/Experience (Preferred Minimum Qualifications):

1. Possession of a high school diploma or Graduation Equivalency Degree (GED) AND at least 3 years of customer service experience and 1 year of fleet/operational distribution experience.

Licenses/Certifications/Special Requirements:

1. Must take and pass a pre-employment drug test.
2. Subject to random and reasonable suspicion drug testing.
3. Subject to a pre-employment background check.

Physical Requirements:

Requirement	8 Hour Schedule	10 Hour Schedule	As % of Time
Limited	0 – 1 hour	0 – 1 hour	Less than 1%
Occasionally	1 – 2 hours	1 – 2.5 hours	Equals 1% to 25%
Frequently	3 – 4 hours	2.6 – 5 hours	Equals 26% to 50%
Repeatedly	5 – 6 hours	5.1 – 7.5 hours	Equals 51% to 75%
Continuously	7+ hours	7.6 + hours	Equals 76% to 100%

Activity	Duration
<i>Sustained Postures</i>	
Sit:	<i>Repeatedly</i>
Stand:	<i>Occasionally</i>
Walk:	<i>Limited</i>
<i>Intermittent Activity</i>	
Bend:	<i>Limited</i>
Kneel/Squat:	<i>Limited</i>
Climb Stairs:	<i>Limited</i>
Crawling:	<i>Limited</i>
Overhead Reach:	<i>Limited</i>
Typing/Keyboard	<i>Continuously</i>
Vehicle Operation:	<i>Limited</i>
PPE/Special Clothing:	<i>Limited</i>

Activity	Duration
<i>Repetitive Use of Hands/Wrists</i>	
Grasp:	<i>Occasionally</i>
Push/Pull:	<i>Occasionally</i>
Fine Manipulation:	<i>Continuously</i>
<i>Material Handling</i>	
	<i>lbs.</i>
Lift:	<i>0 – 80 lbs. Limited</i>
Carry:	<i>0 – 80 lbs Limited</i>
Push:	<i>0 – 80 lbs Limited</i>
Pull:	<i>0 – 80 lbs Limited</i>
<i>Miscellaneous</i>	
Exposure to Heights:	<i>Limited</i>
Exposure to Packaged Chemicals:	<i>Limited</i>
Exposure to Temperature Contrasts:	<i>Limited</i>