

AmeriLux Family of Companies (AFoC) is hiring! At AmeriLux Logistics, we are in the people business. We are committed to providing exceptional third-party logistics solutions while fostering strong relationships with our customers, shippers, and carriers. As a Customer Service Representative, you will serve as the voice and primary point of contact for our customers, ensuring seamless communication, problem-solving, and service excellence. This role is ideal for a detail-oriented, proactive communicator who thrives in a fast-paced logistics environment. You will be responsible for managing customer relationships, coordinating shipments, and ensuring exceptional service delivery.

Key Responsibilities:

Customer Relationship Management & Communication:

- Serve as the main point of contact for customers, providing timely updates and solutions.
- Demonstrate exceptional communication skills, ensuring clarity and professionalism in all interactions.
- Foster and maintain strong relationships with customers, shippers, and receivers to enhance service quality and retention.
- Work with customers to identify and capitalize on new opportunities, including spot quoting and exploring future business needs.
- Keep customer information current and accurate in our CRM system and update customer portals as needed.

Logistics Coordination & Shipment Execution:

- Accept new orders and build shipments in our Transportation Management System (TMS).
- Schedule and confirm appointments with shippers and receivers, balancing transit time requirements with carrier availability.
- Work closely with our carrier team to ensure we provide exceptional service and meet all customer expectations.
- Track freight in transit, collaborating with our tracking team to ensure timely delivery and proactive problem resolution.
- Understand and manage pickup and delivery requirements, always striving to exceed service expectations.

Operational Support & Efficiency:

- Maintain detailed records throughout the load building and acceptance process to ensure accuracy and efficiency.

- Actively collaborate with the sales team to help build relationships and expand the customer base.
- Follow all safety policies and procedures, ensuring compliance with company and industry regulations.
- Excel at internal and external communication, providing timely responses and follow-ups to all stakeholders.

What We're Looking For:

- Experience in customer service, logistics, transportation, or a related field.
- Exceptional verbal and written communication skills, with a focus on building strong relationships.
- High attention to detail and ability to manage multiple tasks in a fast-paced environment.
- Proficiency in CRM systems, TMS platforms, and other logistics-related software is a plus.
- Ability to work collaboratively with sales, carrier, and tracking teams to optimize service delivery.