



Logistic and Customer Fulfillment Customer Pickup (Seasonal)

PROGRESSION OF SUPERVISORS: Logistics Supervisor; Logistics and Customer Fulfillment Manager; Director of Finance/CFO; Managing Director, Vice President, President

JOB SUMMARY:

To maintain, organize and streamline small package activity and act as primary contact for customer pick up.

ESSENTIAL FUNCTIONS:

1. **Oversee Customer Pickup.**
2. **To assist with:**
 - **All small package shipments including tracing, re-routes, on-line sales, shipment returns and all related matters.**
 - **Conducting customer delivery notification calls.**
 - **Assist in scanning of shipping documents and related paperwork as required.**
 - **Initiating and maintaining a positive relationship with all vendors.**
 - **Routing all shipments the most economical manner utilizing Ground Service whenever it meets the appropriate method to meet service and protect plant integrity.**
 - **Monitoring weekly truck routing reports for under minimums, ship via's, unroots, etc.**
 - **Maintaining accurate records and report results of monitoring to Logistics Supervisor and Customer Service personnel.**
 - **Processing of shipping documentation and paperwork as required.**
 - **Coordinating Canadian shipments to discover operational delays and custom related issues. Maintain accurate records for Canadian shipments to satisfy Michigan Department of Agriculture requirements. Advise Traffic Supervisor of all associated problems.**
 - **Identifying and resolving customer concerns. Ensure the customer experience is easy, successful and inspiring.**

ESSENTIAL WORK HABITS:

1. **Ability to establish priorities, work independently, and accomplish objectives with minimal supervision.**
2. **Adjusts schedule seasonally as needed IE- willing to work more or less hours depending on the needs of the department.**
3. **Reports to work as scheduled maintaining a level of absences that results in minimal departmental disruption and minimal unfair burden on other employees**



4. **Demonstrate a positive and cooperative attitude with all employees and across all departments.**
5. **Ensures that all work areas are kept clean, neat and organized.**
6. **Communicates effectively with supervisors and employees resulting in positive morale and minimal conflict.**
7. **Presents a consistent level of professionalism when interacting with customers.**
8. **Handles stress and pressures of the job without causing undue tension and disruption.**
9. **Continually review the shipping process for opportunities to improve it or make it more efficient.**
10. **Demonstrates discretion with confidential information.**

ESSENTIAL SKILLS:

1. **Demonstrates more than a basic knowledge of computers and applications including Word, PowerPoint, Outlook, & Excel. Demonstrates the ability to quickly learn and adapt to new computer systems, company specific computer programs and other new technology.**
2. **Ability to operate office equipment (phone; fax; copier; scanner; etc.) as needed to perform essential functions.**
3. **Demonstrate excellent phone skills. Plan your call in advance with established goals. Smile as you speak. Listen to the customer, clarify what you heard and ask questions. Take notes and maintain a positive tone. Ask for feedback before ending each call.**
4. **Appropriately acknowledge challenges and successfully resolve conflicts as needed with both internal and external customers.**
5. **Earn and maintain the trust and respect of all employees, co-workers and customers.**

QUALIFICATIONS:

1. **Desired 2 years of experience in transportation and/or customer service.**
2. **Experience working in a Team oriented environment.**
3. **Preferred work experience with computerized inventory systems, cycle counts & bar code scanning.**

ADDITIONAL RESPONSIBILITIES:

1. **Learn Mastering process and generate as required**
2. **Other duties as assigned**
3. **Assist as needed at Four Star events**



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PHYSICAL ASPECTS:

1. Bulk of job is spent at a desk utilizing a computer and/or telephone.
2. Employee may be exposed to the sun &/or high intensity lights.
3. Employee may be exposed to temperatures that can be 10-20 degrees above outside temperature seasonally.