

IMPORT CUSTOMER SERVICE/TRAFFIC CLERK

Employee:

Classification: Inside Customer Service
Part Time: Monday to Friday 9:00am to 5:00pm
Capacity: AIC/ASC

JOB SUMMARY

This role is to process the daily handling of traffic functions for operations and support Customer Service.

Duties will include sending Delivery Orders and Dispatching shipments to carrier for final delivery, further following up to ensure pickup was made and delivery was completed.

CORE RESPONSIBILITIES

1. Verify bill of lading number, piece count, container numbers (and total number of containers) shown on delivery order against arrival notice or bill of lading)
2. Ensure shipment has arrived and is released/available for pick up from the pier/railyard
 - a. In the case of inland cargo, ensure containers are moving to destination (via Steelroads or other means necessary)
 - b. If we show shipment is customs released but the terminal/railyard show that the shipment is not released, verify information we are showing is correct and charges show payment with terminal.
 - c. Obtain Pick up numbers when required
3. Any changes to bill of lading information (bill of lading updates) must be returned to entry processor for immediate handling
4. Fax or scan delivery order to trucker
 - a. Confirm receipt of delivery order
5. Update system with delivery order sent details
6. Pay Pier Pass (Los Angeles / Long Beach ONLY)
7. Ensure cargo has been moved out of the terminal/rail yard (prior to last free day)
8. Obtain Proof of Delivery where required based on client specifications
9. Enter Proof of Delivery Date into the operations system
10. Monitor Delivery Order Not Sent Report
11. Monitor Missing Delivery Report

Items one through six should be handled within 1 hour of receipt. If this timeframe cannot be met then Traffic should advise Import Manager of reason for delay (or if needs assistance).

NOTES:

Ensure that notations are made in the system for Customer Service information and to close reports.

NO CUSTOMER CONTACT

Donna Maurice-Hoffman Human Resource Manager

FAX: 201-478-4687