

Warehouse Customer Service Lead

Reports to: Cargo Manager
Division: Everts Air Cargo

Department: Cargo
Station: ANC

Job Summary:

Provide leadership and training to Customer Service Agents and provide service to customers. Demonstrate leadership and attention to detail when receiving freight to protect the company from damaging freight or aircraft.

Essential Functions:

1. Demonstrate and evaluate safe work practices. Use “lead by example” approach to safety procedures in the facility. Evaluate agents constantly to see that they are using safe work practices. Demonstrate safe work practices when observing agents using unsafe practices.
2. Demonstrate an understanding of the daily customer service processes and procedures.
3. Analyze current work processes and procedures for application and efficiency. Implement new work processes and procedures as necessary. Train new and current employees on new processes and procedures.
4. Attention to detail. Demonstrate a critical eye for freight receipt and freight storage requirements. Work with agents to see that the freight that is accepted is packaged in a manner as such so that it is not damaged, will not be damaged and/or cannot damage other freight, hurt an employee, and/or damage equipment used to transport it. Evaluate incoming freight for its compatibility with the aircraft and modify the freight build-up to facilitate ease in loading. Recognize freight which should not be accepted for transportation. Determine the best possible utilization of warehouse, ramp, and connex space for storage of outgoing and backhaul freight. Communicate the size and weight restrictions of company aircraft to the customer when needed.
5. Coach agents to use their time sensibly so that that freight is built, marked and tagged completely and accurately.
6. Relay company expectations to CSA. Demonstrate the understanding of all company processes. Ensure the compliance by all agents and, if needed, implement disciplinary action. When new procedures are implemented, make sure the training of agents is complete to provide the best possible value to the company and its customers.
7. Assist in disciplining customer service employees. Discreetly perform informal disciplinary action with employees when necessary. Inform the Cargo Manager of any employees who may need formal disciplinary action.
8. Assist customers with concerns and claims as they arise. Address initial customer concerns regarding damaged freight, timely transportation in person or on the telephone. Document customer concerns that need the attention of the Cargo Manager and pass the information on to him or her. Follow up on customer issues that are delegated to others for resolution.

Additional Responsibilities:

Safety

1. Comply with all safety aspects, specific practices and procedures of the work scope and position(s).
2. Be familiar with the Company’s Safety Management System (SMS) and Occupational Safety Manual (OSM).
3. Contribute to the Safety Culture of the Company and report any Safety Hazards.
4. Required to learn and understand Dangerous Goods Transportation requirements.
5. Keep your work areas clean and free of hazards; correct unsafe conditions when encountered and report those, that you are unable to personally correct, to a supervisor.

Security

1. Comply with all security practices, policies and procedures as trained.
2. Maintain employee vigilance and report all security concerns.

Administrative

1. Build an organizational culture in which passion for continuous improvement is innate.
2. Ensure adherence to procedures that promote the health and welfare of all employees.

Physical Abilities:

The physical requirements indicated below are examples of the physical aspects that this position must perform in carrying out essential job functions.

1. Ability to reach horizontally and vertically with arms. Sufficient dexterity to manipulate small objects and print or write legibly.
2. Sufficient physical ability, strength, mobility and stamina to lift, carry, push or pull objects which may frequently exceed 70 pounds in a series of functional tests which clearly simulates the work environment.
3. Physical ability to sit for extended periods of time.
4. Requires the ability to be sedentary for extended periods of time.
5. Shall perceive the nature of sound, near and far vision, depth perception, providing oral information, the manual dexterity to operate business related equipment, and handle and work with various materials and objects are important aspects of this job.

Reasonable accommodation may be made to enable a person with a disability to perform the essential functions of the job.

Environmental Conditions:

1. Requires the ability to work in extreme weather conditions.

License(s):

1. Valid Driver's license

Qualifications:

1. Requires the ability to understand, retain, and deliver information verbally and written.
2. Requires standing on hard surfaces, floors, ladders, and work stands for extended periods of time.

This job description in no way states or implies that these are the only duties to be performed by this employee. He or She will be required to follow any other instructions and to perform any other duties requested by his or her supervisor.

Everts Air Cargo is an Equal Employment Opportunity Commission compliant (EEOC) employer.

Employee Signature _____ Date _____

Employee Printed Name _____