



*FREIGHT SOLUTIONS SIMPLY DONE.*

## **Customer Service Associate – Job Description**

We are on a mission to support our customers by shipping freight as simply as possible . . . with a little fun (translation: as much fun as we can muster).

Company: FLI Transportation and Logistics  
Location: 12980 Metcalf Avenue, Overland Park, KS  
Employee Type: Full-Time  
Industry and Job Type: Transportation/Logistics | Truckload Broker, Customer Service  
Salary: Dependent on Experience

Does learning the ins and outs of the freight industry, all the while helping customers succeed, sound right up your alley? We are seeking a Customer Service Associate to add to our growing team. To succeed in this role, you'll need to be determined, driven, and desire to provide the best service possible to our customers and carriers. You will work closely with the customer to offer the best solutions.

### **What you'll be doing:**

- Learn the freight industry
- Negotiate carrier rates to maximize profit
- Arrange and manage the transport of goods with freight carriers
- Build relationships with carriers
- Manage the entire shipment process from pickup to delivery
- Meet daily/weekly/monthly quotas in shipment count, revenue, and margin
- Maintain a proactive approach to identifying any issues, potential issues, or service failures
- Additional duties as needed

### **What you'll need to do it:**

- 1+ year previous customer service experience
- Ability to learn all equipment and modes of trucking: flatbed, Conestoga, reefer, oversized, cross-border, intermodal, etc.
- Excellent verbal and written communication skills
- Proficiency with Microsoft Office Suite; above-average Excel skills
- The ability to multi-task and problem-solve effectively and efficiently with a sense of urgency
- Must work effectively in an office and team-oriented environment

### What we offer:

- Great compensation package, including bonus based on company's ability to hit KPIs
- Full benefits package: 401k, Health, Vision & Dental
- A highly collaborative, positive, and fun environment

### Who we are:

Established in 2003, FLI Transportation and Logistics is a privately owned third-party transportation and logistics firm headquartered in Overland Park, KS. FLI offers freight management solutions for all modes of transportation, warehousing, and software. At FLI we focus on the unique needs of each individual customer and provide dedicated account management to create centralized and simplified freight management solutions for our customers.

Our culture is important to us. We prioritize the values of Integrity, Commitment, Balance, Empowerment, and Remembering the Human.

- **Remember the Human:** We respect and value our teammates. We treat each other with equality, show compassion, express gratitude, and root for one another.
- **Empowerment:** We inspire our people to create solutions and develop new processes. We encourage the personal and professional advancement of our team. We vow to continued learning and improvement to better serve our clients, each other, and the community.
- **Balance:** We value family and promote a healthy work-life balance. We strive for excellence, we work hard, and never give up. We also pause for coffee, camaraderie, and to celebrate our successes.
- **Commitment:** We are committed to the team, the client, the relationships, and processes we build, and to the success of each of these pillars.
- **Integrity:** We operate with integrity, authenticity, and candor. We deliver on our commitments and hold ourselves accountable to each other and to those whom we serve.