

**Customer Service Job Description:**

Proficient Auto Transport is a premier Auto Transport Trucking Company headquartered in Jacksonville, Florida which primarily distributes new import automobiles to dealers throughout the United States but with heavy emphasis on the Southeastern United State.

**Job Purpose:**

Primary interface between drivers and dispatch operations as well as customers and operations.

Must have a pleasant, attentive, outgoing, and articulate phone voice at all times. A good sense of humor is a plus, and must be able to multi task at one time.

**Duties:**

Answer telephones - Talk to drivers and try and help before directing calls to dispatch operations and/or management.

- Assisting customers over the telephone with tracking and tracing, facility locations, contact name and numbers, general information, etc.
- Assisting Drivers wherever possible.
- Processing daily driver trip envelopes - (Receipts, delivery receipts, and paperwork)
- Keeping track of drivers trip credits, and DOT required paperwork.
- Utilize log scanner system, driver logs compliance, as well as fuel tax tracking and reporting.
- Generate Monthly and Quarterly Fuel Tax reports.
- Process new driver applications and employment verification checks.
- Conduct new driver orientations.
- Keep track of EZ Pass Toll Road Program and account balance, as well as Pre-Pass devices and operations.
- Order office supplies as needed.
- Filing, copying and processing daily paperwork and trip envelopes.
- Assist dispatch and management wherever needed as general office clerk.

Equal Opportunity Employer M/F