



Customer Service Representatives

FA International is looking for Customer Service Representative in North America who enjoy working remotely. Here at FA, we are thriving to offer everyone a different lifestyle, freedom, and a sense of ownership. As a Customer Service Representative your primary function will be making sure the movement of freight across North America, or even across the globe is coordinated and executed successfully according to our customers' needs. If you're looking to do great work with great people, we'd love to hear from you.

REQUIREMENTS

- Ideally, experience in a 3PL brokerage/transport environment.
- Strong negotiation skills.
- Minimum High School Diploma - Great opportunity for recent graduates!
- Written and verbal fluency in French/English.
- Well-organized self-starters with excellent interpersonal skills who enjoy a dynamic, fast-paced environment.
- Excellent customer service, communication and computer skills (Microsoft Word, Excel and data entry systems).

RESPONSIBILITIES

- Negotiate with carriers to maximize the profitability of the loads entrusted to FA Logistics.
- Tracking drivers from point of origin to destination ensuring that they are on schedule for pick-up and delivery appointments.
- Assist carriers with any issues or delays encountered throughout the shipment life cycle (advising appropriate account manager and when necessary, the customer).
- Communicating issues or delays to the Operations Team and providing solutions whenever possible in order to maintain the highest customer satisfaction.
- Verifying customer delivery requirements are being met in a satisfactory manner.
- Utilizing our in-house programs and online outlets to provide our customers with the most up to date status.