

LOGISTICS CUSTOMER SERVICE

Progressive Rail, Inc. has an exciting opportunity for a Customer Solutions Associate in our Logistics & Transportation Department located in our Lakeville, MN headquarters. The ideal candidate will possess the ability to manage the daily operations of 13 railroads. Must have excellent communication skills, both verbal/written and be detail oriented.

This position does require 24/7 shift coverage and on call duties on a consistent rotational basis.

Our Customer Solutions Team is responsible for maintaining accurate inventory; place and release railcars [on our software] as requested via email, wheel reports or phone. Communicate and interact with both internal/external customers and connecting carriers.

The candidate duties & responsibilities include:

- Communicate and manage daily operations and logistics of 13 railroads.
- Communicate daily with various departments of railroads.
- Maintain accurate inventory by placing and releasing railcars as requested.
- Knowledge of Way billing software: EBOL and RailConnect.
- Process and review data for deficiencies, resolve discrepancies with carriers.
- Ensure all crew members have up to the minute hazardous paperwork for proper train movement.
- Communicate with connecting carriers on discrepancies and interchange reporting.
- Be able to perform railcar ordering from Class I railroads for customers.
- Apply charges properly per railroad tariff (switch fees, storage fees, terminal fees).
- Knowledge of maintaining and updating car trace reports.
- Communicate and contribute to company and team goals.
- Maintain and promote a strong safety culture and follow safety policies, procedures, and regulations.
- Update Steelroads trace reports for all customers and schedule automated reports as needed.
- Inbound and outbound 418 train EDI advance consists to/from class I's within TMS.
- Maintaining customer synonyms as required.
- Expediting priority cars with class I carriers.
- Working with all crews throughout the day. Update and maintain work orders.
- Crew scheduling based upon customers priority requests.
- Monitor all incoming customer phone calls and resolve issues as they arise.
- Monitor email inbox and respond to requests.
- Rail bill customer releases and send EDI to the correct class I.
- Communicate with forwarding railroads all train consists for fluid interchanges.

We are proud to be an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, sexual orientation, national origin, veteran, marital, or disability status.

We maintain a drug-free workplace and perform pre-employment substance abuse testing.

Basic Qualifications:

- General knowledge of Railroad operations
- High School Diploma or GED Equivalent
- 1 plus years of Logistics Customer Service in a fast-paced environment
- Ability to work weekends and on call.
- Proficient in MS Office Suite
- Accurate keyboarding and data entry required.

Preferred Qualifications:

- Solid understanding of accurate inventory by placing and releasing railcars.
- Working knowledge of Waybilling software using EBOL and RailConnect
- Communicate effectively across the organization both written and verbal.
- Outstanding organizational and leadership abilities
- Effective communication with connecting carriers

This position is a regular full-time position located in Lakeville, MN.

We offer a competitive wage and benefits package including 401k with match, health, vision, and dental insurance-, short- and long-term disability, life insurance and employee incentive or bonus programs.

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