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www.tradepointatlantic.com

Tradepoint Atlantic, LLC
1600 Sparrows Point Boulevard
Baltimore, Maryland 21219

Position: Lead, Customer Support

Tradepoint Atlantic, LLC. is seeking a Lead, Customer Support candidate to join its team located in Sparrows Point, MD. The Supervisor's primary responsibility is to oversee inventory systems control, customer invoicing, customer service requests, and general administration duties. This is a full time, exempt position that will report to the Manager, Terminal Support & Planning.

Key Job Responsibilities & Duties:

- Responsible for executing on inventory, logistics and scheduling.
- Compiles monthly and vessel-specific customer invoices based on contractual terms.
- Understanding of commercial contracts to ensure all charges are being filed on customer invoices.
- Understanding of all actual operations at the terminal.
- Coordinates closely with systems department for development of tracking systems for the terminal.
- Manages the input and distribution for customer inventory systems.
- Manages the input for the Foreign Trade Zone and annual reporting.
- Builds relationships with customers.
- Coordinates with all other department leads.
- Implementation of new procedures and provides training/retraining as required on current processes.
- Initial creation of work instructions for new procedures and/or improvements required by new business.
- Check all truck releases in ERP system and documents sent to clients and vendors.
- Check all Bank releases, Transfers of Ownership in ERP system, and documents being sent to clients and vendors and sign (enter in EOM tracker).
- Check all Storage confirmations in ERP system and documents sent to clients and vendors.
- Check that all completed releases are billed timely.
- Enter daily outbounds and check on discrepancies.
- Ensure all open items, including sales orders, are billed in a timely fashion.

Position Specific Behaviors:

- Team player
- Makes decisions and executes quickly
- Honesty and integrity
- Adaptable and flexible
- Collaborative- works well with others
- Excels in high growth, entrepreneurial and meritocratic environment
- Comfortable with ambiguity
- Strong intellectual curiosity
- Thrives in a pressurized work environment

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Competencies To Be Successful at Tradepoint:

- Self- starter
- Problem solver
- Excellent Communicator
- Customer-Focused
- Accountability

Education, Knowledge, Experience, Skills and Abilities Required:

- Minimum 3 years' experience in maritime shipping related business.
 - Bachelor's Degree preferred.
- Ability to handle issues quickly, safely and effectively in a stressful operating environment.
- Self- starter with strong leadership, communications, analytical, decision making and problem-solving skills.
- Superb organizational skills, with the demonstrated ability to create and implement efficient organizational systems.
- Flexible team player.

Physical Requirements:

- May be required to lift up to 25 pounds on a limited basis.
- Must meet physical requirements including but not limited to, walking, stooping, kneeling, crouching, crawling, climbing up and down ladders and stairs, negotiating uneven and moving surfaces.
- Must be able to work in difficult conditions with exposure to all weather conditions (rain, ice, snow, wind, heat, etc.)
- Must meet "fit for duty" requirements upon job offer (pre-employment physical and drug test).