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www.tradepointatlantic.com

Tradepoint Atlantic, LLC.
6995 Bethlehem Blvd., Suite 100
Baltimore, Maryland 21219

Position: Customer Support Administrator

Tradepoint Atlantic, LLC. is seeking a Customer Support Administrator to join its team located in Sparrows Point, MD. The Customer Support Administrator's primary responsibilities are to assist with inventory system control and testing, Foreign-Trade Zone "FTZ" administration, customer invoicing, customer service requests, audits, and training and implementing new processes. This is a full time, non-exempt position that will report to the Manager, Terminal Support & Planning.

Key Job Responsibilities & Duties:

- Prepares and/or execute documents, such as work orders, bills of lading, and shipping orders to route materials.
- Understands shipping methods for materials, using knowledge of shipping procedures, routes, and rates.
- Assists with inventory system control and testing.
- Executes all functions related to FTZ administration.
- Assists with 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.
- Assists with the input and distribution for customer inventory systems.
- Builds relationships with customers and vendors.
- Assists with audits and prepares audit documentation.
- Assists with training of team members.
- Acts as customer service liaison.
- Processes inbound and outbound orders.
- Processes Transfers of Ownership.
- Scheduling and other logistics related duties.
- Other duties as assigned.

Position Specific Behaviors:

- Team player
- Executes quickly and accurately
- 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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- Outside work element
- Diligent and timely, with an eye for detail

Competencies To Be Successful at Tradepoint:

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

Education, Knowledge, Experience, Skills and Abilities Required:

- Minimum 1-year Breakbulk Industry experience required.
- Possess strong skills and proficiency with Microsoft Word, Excel, PowerPoint and Outlook, as well as inventory system software.
- Candidate must be proactive, flexible, and a self-starter with the ability, prioritize, and execute multiple activities in a fast-paced outside and inside work environment.
- Must be able to manage the varied tasks associated with multiple projects and the ability to manage conflicting deadlines.
- Superb organizational and interpersonal skills.
- Must be able to multi-task and prioritize, work independently, be extremely detailed oriented, and forward thinking.

Physical Requirements (rarely to never):

- May be required to lift up to 25 pounds.
- Physical requirements including but not limited to, walking, stooping, kneeling, crouching, crawling, climbing up and down ladders and stairs, negotiating uneven and moving surfaces.
- Exposure to all weather conditions (rain, ice, snow, wind, heat, etc.)