



EMPWR – Customer Service Logistics Coordinator

Ambitious. Nutritious. Delicious.

A Day in the Life

We are seeking a dedicated and detail-oriented Customer Service Team Member to join our logistics team. This role focuses on coordinating outbound freight operations while ensuring exceptional customer service and efficient logistics processes. The ideal candidate will possess strong communication skills, a problem-solving mindset, and the ability to thrive in a fast-paced environment.

Key Responsibilities:

- **Freight Coordination:** Arrange and schedule outbound shipments, ensuring timely and cost-effective delivery.
- **Customer Communication:** Serve as the primary point of contact for customers regarding their outbound freight needs, providing timely updates and addressing inquiries.
- **Documentation Management:** Prepare and review all necessary shipping documentation, including bills of lading, customs forms, and tracking information.
- **Carrier Liaison:** Communicate with freight carriers to secure quotes, negotiate rates, and confirm shipment details.
- **Issue Resolution:** Proactively identify and resolve any issues related to freight delays, damages, or discrepancies, ensuring customer satisfaction.
- **System Management:** Utilize logistics and customer management software to track shipments and update customer records accurately.
- **Collaboration:** Work closely with warehouse and inventory teams to ensure that all outbound orders are fulfilled correctly and on time.
- **Process Improvement:** Identify opportunities for improving outbound freight processes and contribute to the development of best practices.

What You Bring

- High school diploma or equivalent; relevant experience in logistics or customer service preferred.
- Strong communication and interpersonal skills.
- Proficiency in Microsoft Office Suite and logistics management software.

- Ability to multitask and manage time effectively in a fast-paced environment.
- Strong attention to detail and problem-solving abilities.
- Knowledge of freight shipping regulations and practices is a plus.

There are plenty of reasons to work at EMPWR USA, such as:

We offer you:

- **Continuous Learning and Development:** Benefit from our training programs designed to help you grow your skills and advance in your career.
- **Health and Wellness:** Comprehensive health insurance (medical, dental, and vision) starting on your first day of employment.
- **Paid Time Off:** Enjoy 3-weeks paid time off (PTO) and 7 paid holidays, so you can rest and recharge, spend time with family, or pursue personal interests.
- **Retirement Plans:** Plan for the future with our 401(k) retirement plan options, including an automatic **3%** company matching to help you save for retirement.
- **Work-Life Balance:** We understand the importance of balance. Our fixed work schedules make it so you know your time off, allowing you to plan fun activities.
- **Modern, Safe Work Environment:** Work in a facility that is modern, clean, with comfortable temperature and adheres to the highest standards of safety and quality.

<https://www.empwrnutrition.com/>