

Customer Service / Logistics Manager

Salary: \$50,000.00 - \$100,000.00 Annually

Location: RPAC, LLC
21490 Ortigalita Road
Los Banos, CA 93635

Job Type: Full-time

Department: Shipping

Job Number: 8300

Closing: Continuous

We are looking for a Customer Service / Logistics Manager to handle customer service with our global customer base and help the team of Logistics Coordinators who oversee the general supply chain processes occurring within our company. Someone who is proactive, detail oriented, great with working with different types of personalities and from different cultures/countries. Job includes persistently pursuing customers for certain needs such as signed contracts and deposit payments. Responsibilities include managing all supply chain procedures, from coordinating deliveries to managing shipping documentation. To be successful in this role, you should have strong mathematical skills, be well-organized and understand the order fulfillment cycle.

Responsibilities:

- Plan shipments based on product availability and customer requests.
- Manage a high volume of emails effectively.
- Track orders to inform customers of the status.
- Request payment status based upon contracted terms.
- Coordinate our supply chain procedures to maximize quality of delivery.
- Prepare and provide shipment status reports.
- Maintain accurate records of customers, orders, and country requirements.

Requirements:

- Knowledge of Microsoft Office and logistics software or transport management systems.
- Excellent analytical, problem solving and organizational skills.
- Delegation and communication aptitude.
- Implementing improvement strategies to set and achieve work goals.
- BS in Supply Chain Management, Logistics or related field - Preferred
- Two (2) + years of experience in a management role - Preferred

Compensation and Benefits:

- Competitive Salary depending on experience.
- Company provided Health Insurance
- Company matched 401(k) Plan.

RPAC LLC is an equal employment opportunity and affirmative action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, age, protected veteran status, sexual orientation, status as a qualified individual with a disability, or any other characteristic protected by law.