

Entry Level Support Specialist

Pace Runners is looking for an Entry Level Support Specialist for our Bessemer location.

Position Overview:

Primarily responsible for providing outstanding customer service for all external customers to Pace Runners as it relates to addressing customer issues/ problems by utilizing excellent, in depth knowledge of the Company's services and programs, as well as excellent knowledge of the customer and their needs. We define ourselves by capitalizing on our relationships and striving to improve ourselves and the lives of others through our work. It is our mission and vision that drive us to provide the best service possible to the communities that we serve.

Job Duties:

- Assume the role of first point of contact by answering telephone calls/emails for PACE, then directing them to the appropriate person or attempting to resolve the customer's issue
- Compile information and issue daily reports, reflective of customer specific requirements
- Support Sales and Operations in any way necessary to fulfill complete customer satisfaction
- Communicate and distribute information to various personnel within the company

Job Requirements:

- Associate Degree Preferred. High school Diploma required.
- 6 months of customer service experience preferred
- Experience working in the transportation industry is preferred
- Knowledge of and demonstrated proficiency with Microsoft Office Suite
- Must possess excellent and accurate organizational skills to ensure all work is completed in a timely fashion
- Outstanding communication skills to clearly articulate at all levels is critical

Candidates are subject to criminal background, drug and alcohol screenings.

We are committed to providing our customers and team members an excellent experience. We define ourselves by capitalizing on our relationships and striving to improve ourselves and the lives of others through our work. It is our mission and vision that drive us to provide the best service possible to the communities that we serve.

If you feel like you possess the values and skills that it takes to join our team then submit your resume. We look forward to meeting you.

Please apply to Melanie Gee, Talent Acquisition Specialist, at mgee@pace-usa.com.

Please check out our career opportunities at www.pace-usa.com/careers.

Entry Level Support Specialist: Notes

Hiring Manager: Crystal McLoughlin

Date: 9/27/2018

Environment: Open seating/ loud

Reality: Dealing with difficult clients, drivers, operations, etc. challenging situations coming in constantly.

Team: 6 Support Specialist, 2 Account Managers

Team manages 95 customers

Volume:

500-700 emails daily

Only 5% work flow is phone call

Personality

Experience: Upward movement in role- does not matter what role

Creative thinker

Problem solver

Does this person utilize their resources?

Training

Shadow teammates

First 2-3 days learn how to organize and manage email volume

Slowly start to gain customers

Growth opportunity

Account Manager

Operations

Carrier Relations

Pay Rate: \$12/hr non-exempt