



## **Job Posting: Customer Support and Logistics Coordinator**

### **Position Description:**

The Customer Support and Logistics Coordinator is a unique position that is required to assist in numerous areas throughout our Customer Operations Department. These areas include but are not limited to; Customer Support, Orders, Logistics and other day-to-day operations. The Coordinator is uniquely positioned to learn all areas of the Operations Department and has future advancement possibilities.

### **Job duties include but are not limited to:**

- Entry, fulfillment and packing of customer and sample orders
- Managing and coordinating samples and sample inventory
- Fulfillment and management of e-commerce orders
- Handling customer issues and complaints by phone as the initial contact as well as through our customer support system and e-mail
- Working with our carriers and communicating daily appointment schedules to the various carriers inbound and outbound
- Handling of all small shipments through FedEx, UPS, DHL and other carriers, working to obtain best rates possible
- Ensuring all shipping and receiving activities are in compliance with regulatory and internal standards for packaging, labeling, loading, unloading and packaging
- Responsible for processing shipping transactions in our internal ERP system as well as Advanced Shipping Notices (ASN), Bill of Ladings (BOL) and Shippers and making transportation arrangements for customer routed freight
- Various projects and coverage related to internal operations, customer support, logistics and supply chain
- Other related duties as required

### **Qualifications**

- Must be punctual and present with a proven ability to be on time and present when expected
- Must possess good interpersonal and communication skills.
- Must have excellent verbal and written communication skills, as well as the ability to effectively prioritize and manage your time.
- You should be self-motivated and organized with the ability to prioritize, multi-task, and adhere to deadlines.
- Must demonstrate a high degree of awareness to detail, accuracy, and productivity with the ability to work well in a team environment. Striving for results and 100% accuracy at all times
- Must have demonstrated experience achieving results with minimal day-to-day supervision.



- Ability to manage customer and shipment issues under strict deadlines and reporting requirements
- Analytical, problem solving and organizational skills along with ability to work independently as necessary
- A bachelor's degree or equivalent

### **Preferred Qualifications**

- Some understanding of Logistics including export documentation, recordkeeping and regulations.
- Some experience with Database or ERP software and Microsoft Office.
- The ability to multi-task and work effectively within a fast-paced team environment.

### **Physical Demands:**

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use reach with hands and arms. The employee must occasionally lift and/or move up to 50 pounds.

### **Work Environment:**

The duties of this job are performed in both an office environment and a light industrial environment, thereby experiencing some minor to moderate level of noise due to office equipment and industrial equipment.

**Schedule:** Full-Time

**Primary Location:** Cerritos, California

**Travel:** None

### **Company Description**

United Exchange Corporation (UEC) is a minority owned, privately held company located in California. Established in 1993, the company has been providing health, beauty, personal, and household care products to retailers throughout the world. With three domestic distribution centers across the country, United Exchange Corporation provides a speedy and efficient turnkey solution to its customers. UEC products are sold in 60,000 retail doors in the mass, drug, food, and dollar channels of trade.