



Customer Service Coordinator

Location: Rancho Cordova, CA

Department: Customer Service

Employment: Full Time

About Our Company

Come work for a great company with strong employee retention and a team of industry veterans with true passion for what they do. GSO, a GLS Company, is a leading regional delivery carrier which has been providing Priority, Ground, and Freight services throughout the West since 1995. Thousands of companies across all industries rely on our company to deliver time-critical packages and documents everyday because we've got an amazing team that goes the extra mile for our customers. We're always looking to expand our team with like-minded professionals, therefore if this job might be a good fit for you, send us your resume.

Position Summary

Position is responsible for coordinating Customer Service efforts at GSO. Position works closely with the Customer Service Director, Supervisor, Leads and Associates.

Responsibilities & Duties

- Monitor daily reports
- Review mail and scan into system
- Organize, prioritizes and manage large volume of information, for preparation and maintenance of reports and spreadsheets.
- Work independently and in partnership with the entire Customer Service Team on nonrecurring and ongoing projects as needed.
- Review all email correspondences and address or direct correspondences to the appropriate department.
- Monitor calendars and attendance for various teams
- Provides information by answering questions and requests.
- Maintains workflow within the department.
- Contributes to team effort by accomplishing related results as needed.
- Performs other projects and duties as assigned.

Qualifications Needed:

- High School or equivalent required
- Advanced Experience with Excel, Microsoft Word
- Ability to work within a rigorous schedule and cope with pressure
- Mitigate and solve time sensitive issues
- Manage the needs and expectations of department, staff and upper management
- Demonstrate skills to balance multiple projects, meet deadlines and communicate effectively in an ever-changing, fast-paced environment
- Attention to detail and exemplary organizational skills
- Customer service oriented, courteous and professional
- Positive attitude and professional demeanor, ability to communicate effectively at any level.
- Exceptional interpersonal communication and relationship-building skills.
- Outstanding written and verbal communication skills

**Benefits for Full-Time Employees**

- 401K with employee matching
- Healthcare benefit options
- PTO & Sick Leave
- Direct Deposit

To Apply

Please email your resume and cover letter to cscjobs@gso.com

EEO Commitment:

GSO, a GLS Company, is an Equal Opportunity (EEO) employer and is committed to a diverse workforce. We welcome all qualified applicants to apply at GSO and we strive to select the best qualified applicant for each position in our organization. Applicants will receive fair and impartial consideration without regard to race, sex, color, national origin, age, disability, veteran status, genetic data, gender identity, sexual orientation, religion or other legally protected status, or any other classification protected by federal, state, or local law. GSO complies with all laws and regulations relating to employment discrimination, and are always committed to doing what's right.