



# Quality Control Team Lead

**Location:** San Ramon, CA

**Department:** Operations

**Employment:** Full Time - Hourly

**Salary:** DOE

## 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 General Logistics Systems 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 every day 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

The Quality Control Team provides Operations with a pro-active review process to ensure the quality of service provided is up to the standards expected by GLS and its customers. The QC Team does this by monitoring network wide status updates, tracking at-risk and new accounts, pro-actively monitoring under-performing locations, and providing situational follow-ups.

The Quality Control Team Lead will be responsible for handling coordination, work distribution, and escalation support for the overall QC Team. The role will provide a single point-of-contact for the overall QC Team for both internal and external stakeholders including Sales, Customer Service, Customers, Billing, among others.

## Responsibilities & Duties

- Review the prior day reports to determine if any special follow-ups are required by the QC Team.
- Assign New Customers to the appropriate QC Team Member based on geography or special requirements / workload distribution.
- Provide back-up to the QC Team in the event a member is off work and ensure that all the duties are still covered.
- Work closely with the Customer Service and Sales organizations to determine customers that are at-risk or need special attention from Operations.
- Sit in on meetings with key customers to hear their needs and ensure the QC Team can properly follow-up with expectations.

## Qualifications Needed:

- 3 to 5+ years experience in a service role such as Customer Service, Escalations, Dispatcher, or other like-type.
- Exceptional interpersonal communication and relationship-building skills.
- Outstanding written and verbal communication skills
- Basic to Intermediate understanding of MS Office Suite and general computer system usage.
- Prior transportation and delivery service experience preferred.

**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 [careers@gso.com](mailto:careers@gso.com)

**EEO Commitment:**

GSO, a General Logistics Systems Company, is an Equal Employment Opportunity (EEO) employer and is committed to a diverse workforce. We welcome all qualified applicants to apply to 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.