

Customer Service Representative

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 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. If you know Inside Sales, identifying sales opportunities, converting leads to sales, exceeding quota; while delivering world class customer experience, come join our passionate team of Inside Sellers at GSO, a General Logistics Systems Company.

Position Summary

As a Customer Service Representative – you will be part of GSO's exciting expansion delivering solutions into new markets. You will assist customers with operating or procedural questions with our applications, products or services.

We are looking for a reliable, detail oriented, hard-working individual to join our Customer Service Team working with customers and internal teams. Our ideal candidate is a good communicator, excellent listener, self-motivated, a natural problem solver, and a great multi-tasker who is able to work in a fast paced, dynamic environment.

We are relentless in our pursuit to create a world class experience to every customer. Are you ready to join an exciting and growing organization with competitive rates, commission, health and 401k benefits?

Responsibilities & Duties

- Promote a "customer first" environment at all times. Whatever it takes Mentality.
- Assist customers with service questions, tracking deliveries and pick ups, scheduling picks and resolving complaints
- Keeping accurate, concise and detailed records. Updating systems with appropriate journal entries of activities, escalations and more complex and/or high priority problems when needed.
- Verifies suggested solution effectively resolves the users' problems through verbal or email follow up.
- Works with other Customer Service Teams on related issues as assigned.
- Provide professional support and ensure customer satisfaction prior
- Demonstrate software understanding
- Ability to multi-task in various software programs, Excel, Outlook, Word
- Ability to meet service level agreements for each phone call
- Push yourself and the team by recognizing and suggesting areas of improvement.
- Build fun and welcoming client relationships
- Customer interactions must be handled with diplomacy and tact.
- Individual must be able to gauge the customer's technical ability and communicate with them in appropriate technical or non--technical language in a non--condescending manner.
- Great Attitude and Enthusiasm!
- Must have a good command of the English language in order to provide effective phone, desk--

- side, and email support.
- Detail oriented.
- High energy level.
- Demonstrated ability to be organized, take initiative, and follow up independently
- Meet attendance schedule with dependability and consistency

Qualifications Needed:

- Must have a proven track record of customer service call center experience
- Exceptional verbal and written professional communication skills
- Working knowledge of Microsoft Office (Excel, Word, Access and Outlook)
- Excellent telephone personality skills
- Excellent organization and presentation skills
- Excellent time management skills
- Highly energetic, motivated self-starter
- Decision-making, problem resolution and creative thinking skills
- Highly proficient with Microsoft Office (Outlook, Word, Excel) required
- Bachelor's degree (BA/BS), preferred
- 2-5 years business-to-business customer service experience
- Must be authorized to work in the United States

Benefits for Full-Time Employees

- 401K with employee matching
- Healthcare benefits
- PTO/Sick Leave
- Direct Deposit

To Apply

Please email your resume and cover letter to 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, a General Logistics Systems Company 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, a General Logistics Systems Company complies with all laws and regulations relating to employment discrimination, and are always committed to doing what's right.