



## **Dispatcher / Customer Service**

### **Who We Are**

We are a full-service family owned and operated logistics company offering trucking, warehousing, and distribution services to the tri-state area. We are known for helping our customers solve unique and complex challenges through a combination of expertise, scale, and personalized service.

### **Overview**

We are currently seeking a Dispatcher/Customer Service Representative to join our growing team in our Newark, New Jersey location. This individual will provide support to the Dispatch team through various functions. The candidate must be extremely organized and well-spoken with effective communication and writing skills.

### **Responsibilities**

- Contact customers to schedule delivery and arrange needed documentation.
- Build sustainable relationships with customer accounts through open and interactive communication.
- Manage incoming calls.
- Collaborate with various department to ensure all information received is accurate.
- Support dispatch team in various administrative tasks.
- Performs other administrative duties as assigned.

### **Qualifications**

- High School or equivalent preferred.
- Minimum 1-year experience in a customer service/administrative related experience.
- Initiative-taker, with strong individual and project management skills, able to work well both independently and in a team environment.
- Ability to work effectively and professionally under tight deadlines.
- Proficiency in Outlook and Excel plus.

### **Schedule:**

- Day shift
  - Monday to Friday
- Must be available to work weekdays, weekends, and overtime when necessary

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## Work Location:

On-site Newark, New Jersey

## Benefits:

- Health insurance
- Dental insurance
- Vision insurance
- Retirement plan
- Paid time off.

## Benefit Conditions:

- Only full-time employees eligible

Sarcona Management provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

## Job Type: Full-time

Salary: \$15.00 - \$20.00 per hour

## Benefits:

- 401(k)
- Dental insurance
- Health insurance
- Life insurance
- Paid time off.
- Vision insurance

## Schedule:

- 10-hour shift
- 8-hour shift
- Day shift
- Monday to Friday
- Overtime
- Weekend availability

## Education:

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- High school or equivalent (Preferred)

Experience:

- Dispatching: 1 year (Preferred)
- Customer Service: 1 year (Preferred)

Work Location: In person