



American Cartage & Distribution

250 Moonachie Avenue  
"Headquarters Office"  
Moonachie NJ 07074  
201-478-4600  
201-478-4601 Fax

Warehouse Locations:

**Central 3PL operations:**  
650 Bellville Turnpike  
Kearny, NJ 07032  
201-941-4990

17300 Slover Ave. (4PL)  
Fontana, CA 92337

3801 Centerpoint Way (4PL)  
Joliet, IL 60436

# American Cartage and Distribution, LLC

## **3PL Jr. Customer Service Representative – Job Description**

**Full Time:** Monday to Friday 8:30am to 5:00pm (subject to change)

**Company:** ACD (American Cartage & Distribution)

**Reports to:** Fred Santiago (Client Service Manager)

### **Job Description:**

Ideal candidates must have experience in a Warehouse/transportation environment. This position will assist with load entry and management for each load moving through the system. Candidates will work closely with Sales Representatives and Carrier Sales team to move freight daily.

### **Job Responsibilities:**

- Accountable for overall satisfaction of customer.
- Develop and maintain relationships throughout the customer organization from Senior Executives to Hourly Personnel.
- Maintain business by constant contact and follow-up.
- Take orders from customers and enter into the system.
- Communicate customer orders to vendors, carriers, and partners.
- Track orders and communicate any issues to customers or final consignee.
- Build loads and schedule appointments.
- Research and resolve OS&D (Overage, Shortage, damage) incidents, billing discrepancies and claims.

### **Skills/ Experiences Needed:**

- 1-2+ years of Third Party Logistics Experience.
- Related experience in Domestic OTR Freight.
- High School Degree preferred.

***Please note: The above is intended to describe the general content of and requirement for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.***