

Job Description

Job Title:	Communication Administrator	Required Special Skills	Spanish/English Bilingual
Experience Preferred:	Previous admin. experience	Travel Required:	No
Location:	2160 Ringhofer Drive, North Mankato, MN 56003	Benefits Eligible:	Yes
Salary Range:	\$15.50 - \$17.50 per hour DOE	Position Type:	Full -Time/Non-Exempt
Work Hours:	Monday-Friday 8 am to 5 pm		

Job Description

Job Purpose:

The Communication Administrator is responsible for taking customer calls for service or special needs and assisting in intercompany communication through translation. They create, schedule, and dispatch work orders and communicate with other departments to help ensure that customers receive prompt, courteous service. They input and receive data on their computers. The Communication Administrator may also be asked to operate the truck scale at LJP's North Mankato facility, and handle walk-ins from other hauling companies and the general public. This position is essential to making sure we take care of our customers and have seamless intercompany communication and understanding.

Essential Functions of Job:

- Work with customers and brokers to schedule daily routing activity.
- Answer customer calls in a professional manner and generate work orders.
- Interact with other LJP departments promptly and efficiently.
- Translate internal communications between English and Spanish. Confidentiality will be critical.
- Comply with all company policies, especially those on safety, the environment, and confidentiality.
- Check messages from drivers for routing changes, blocks, skips and reschedule as necessary.
- Oversee the customer service email to ensure all correspondence is handled promptly.
- Oversee customer reviews/comments/questions on social media i.e. Google, Facebook, etc.
- Special projects as assigned by the Senior Business Manager.

Non-Essential Functions of Job:

- Handle the arrival of semi drivers at the service window, including processing the necessary paperwork, checking the arrivals against the computer schedule, and coordinating semi traffic with the production floor.
- Greet customer walk-ins and make sure they are given the assistance they need
- Data entry for reports and billing.

Skills/Qualifications:

- Minimum High School Diploma/GED.
- English/Spanish Bilingual required.
- 3 years customer service or other office experience preferred.
- Maintain a positive working environment.
- Computer experience, including Google Docs, Microsoft Excel, and able to learn industry software.
- Ability to work in a fast-paced environment with frequent distractions.
- Strong verbal and written communication skills.
- Ability to manage time, multi-task, and solid attention to details.
- Ability to establish rapport, and respond to questions from coworkers, managers, customers, drivers, and the public.
- Position will require lengthy periods of sitting and time on both computers and phones.

*Disclaimer: This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Duties, responsibilities and activities may change or new ones may be assigned at any time with or without notice. This job description does not constitute a contract of employment and LJP or employee may exercise its employment-at-will rights at any time.