1. Maintained damaged goods records, backorder logs, and any applicable regulatory reporting.
2. Reported customer feedback to management, including any signs of customer dissatisfaction.
3. Coordinated dispatching of [Number] drivers to accomplish daily delivery requirements.
4. Verified accurate account invoicing through collaboration with accounting department.
5. Maintained excellent working relationships with customers by efficiently responding to inquiries and complaints concerning work orders, invoices and shipments,.
6. Worked with vendors to schedule more than [Number] daily pickups and [Number] weekly deliveries.
7. Handled high-volume paperwork and collaborated with [Type] department to resolve invoicing and shipping problems.
8. Coordinated shipping requests for expedited delivery and documented accurately to achieve correct billing.
9. Planned and supervised shipments from production to end-user and scheduled daily and weekly routes.
10. Managed annual freight budget of $[Amount].
11. Tracked orders and notified customers of status or potential delays.
12. Monitored and reported on transportation costs and properly filed shipping documents.
13. Maintained department procedures manual detailing processing requirements for each individual account.
14. Processed and entered all customer orders into database and provided proactive customer service for all accounts.
15. Collaborated with shipping department staff to facilitate smooth materials returns to correct vendors.
16. Completed timely data entry of new orders, labeled containers and placed in accurate storage locations.
17. Generated all documentation and information required for customer shipments.
18. Organized importation of [Type] and [Type] items via air and ocean.
19. Managed loading, unloading, movement and sorting of supplies to keep deliveries on schedule.
20. Liaised between warehouse personnel and customer to facilitate account and operational needs.