



SAFEPAK

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HOUSEHOLD GOODS

• PACKING

• CRATING

• MOVING & STORAGE

We are an International Relocation company; we specialize in moving families and their personal belongings around the world for over 30 years. We are looking for an experienced Coordinator Assistant.

Job Responsibilities:

- Service and coordinate all shipment work orders with customers and vendors.
- Respond to all customer inquiries.
- Keep customers inform of the status of their shipments.
- Coordinate and Schedule daily work orders with Operations Manager.
- Coordinate all Custom Clearance.
- Prepare all documentation for daily operations.
- Assists and performs other duties as assigned by supervisor(s) per operational need.
- Answer phones.
- Assist in daily administrative tasks.

Requirements:

- Fluent in English with strong verbal, written and communication skills. Proficient in Spanish and/or Chinese preferred but not required.
- Excellent follow-through skills.
- Highly organized, detailed, and ability to multi-task.
- Troubleshoot and able to solve various customer situations.
- Must be assertive and have the ability to persevere through challenges.
- Must be extremely comfortable communicating with upper management, fellow staff, and external customers and vendors via phone, e-mail and in person.
- Solid work ethic as well as motivated.

Skills:

- Must have intermediate skills utilizing FileMaker Pro, Microsoft Office this includes Word, Excel, PowerPoint, and Publisher, and must know how to use Outlook Email.
- Previous customer service experience required.
- Previous Shipping, Moving, Custom Clearance and Documentation experience preferred but not required.

To apply, please e-mail your resume along with a cover letter.

