



# Middle River

## Weighmaster & Cust. Service Specialist Job Desc.

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This position is part of Middle River Marine Service Center. A Weighmaster & Customer Order Clerk will interact with our customers, vendors, and haulers within a professional and service orientated environment. This position helps ensure the highest levels of service, satisfaction, and profitability. The Weighmaster role is an essential key in our supply chain and central dispatch organization. They utilize their strong organization and communication skills to execute and administer the daily scaling of vehicles in and out of our locations. The Customer Order Clerk role is vital to the success and performance of our service center team. They execute and assist in the daily tasks of customer service and order administration.

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### Key Responsibilities:

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- Treat customers, haulers, and co-workers in a friendly, courteous, and serving manner
- Responsible for order taking, order entry, communication with dispatch, logistical awareness, and possessing aggregate product knowledge.
- Accurate and timely entry of data and information into ticketing system
- Responsible for directing inbound trucks to satisfy customer commitments and scaling/ticketing trucks when leaving our site, complying with all Federal and State Weights & Measures laws
- Adhering to and championing Middle River Marine company values of Service, Learning & Entrepreneurship
- Handling periodic moderate to high call volumes
- Process customer, driver and hauler inquiries and orders using dispatch system
- Discretionary influence in development of Customer Service Center
- Provide product application recommendation to Customers to ensure customer order satisfaction
- Weigh trucks in and out, verifying proper ordered products and order information, and ensuring compliance with MSHA & DOT legal weight restrictions
- Enter truck information into computer system
- Calculating and processing payments for customers
- Regular attendance and physical presence at work is an essential function of this position

This job may require additional duties not listed above and the employee may be asked to perform those duties to meet business needs

### Qualifications:

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- Bachelor's Degree in related field preferred
- General knowledge of sales and dispatch software
- Specific industry experience preferred
- Excellent organization and communication skills
- Communicate effectively with a wide variety of customers and haulers
- Multi-task in a fast-paced environment
- Able to remain calm in high pressure situations
- Demonstrate proficient computer skills