Estes Express Lines is seeking a
SOLUTIONS CENTER SALES COORDINATOR
in Richmond, VA

Job Summary:
- Respond to telephone & email customer quote inquiries as part of a team located in the Estes Solutions Center and the Estes Time Critical Center
- Determine (by retrieval or calculation) and communicate transportation, solution rates, and service times in a quick and accurate manner, and document by notes in the shipment applications
- Book shipments when customers purchase services and sets up the shipment per the processes necessary for successful service execution
- Trace and track shipments
- Provide bills of lading & proofs of delivery, etc., as requested by customers
- Research and respond to customer and shipment requests and/or issues
- Regular attendance is required
- This is not an all-inclusive list of job requirements and/or duties and may not contain all capabilities necessary to perform the job at all times due to circumstances; Operational, safety and other needs may require the employee to perform any and all other duties as assigned; Employees are expected, and must be able to perform all such duties and tasks

Qualifications:
- High School Diploma or General Education Degree (GED), or any combination of education and experience which would provide an equivalent background
- Prior transportation experience desired
- Prior sales and customer service experience preferred
- Must possess strong oral & precise written communication skills
- Must work with a sense of urgency and possess exceptional organizational skills
- Must be dependable
- Must be self-directed & detail oriented in a fast-paced environment
- Good computer skills, including Microsoft Word & Excel
- Knowledge of AS400 system desired
- Must be able to comply with all company policies, rules, procedures and Code of Conduct
- Must be able to interact well with others
- Must be able to work independently, or in a team setting
- Must be capable of working under tight time constraints in a high volume environment with multiple priorities
- Must be able to lift approximately 10-15 lbs., or more if required by the essential functions of the job
- Responds well to questions; Ability to read, interpret and comply with written information and documents such as safety rules, operations / procedure manuals and maintenance instructions with a high comprehension and concentration level to include the ability to meet deadlines
- Must pass a pre-employment drug screen, random drug and/or alcohol tests, and will be subject to a criminal history background check
- Must be authorized to work in the United States

Comprehensive Benefits-
401(k) Plan with Company Match
Accidental Death and Dismemberment
College Scholarship Program Awards
Credit Union *
Dental Insurance
Dependent Care Flexible Spending Account
Dependent Life Insurance
Direct Deposit *
Flexible Spending Accounts
Health Care Flexible Spending Account
Health Insurance
Job Referral Bonus Program (Eligible Employees Only)
Jury Duty Leave
Life Insurance
Paid Holidays
Paid Vacation
Paid Time Off Policies
Prescription Plans
Safety Awards Program (Specific Employees Only)
Safe Driving Bonus Program (Drivers Only)
Service Awards
Short-Term and Long-Term Disability Programs
Vision Insurance
Workers Compensation

Estes reserves the right to change, adjust, amend or terminate its benefits at any time.

* Indicates part-time employee eligibility.

At Estes - We understand that the dedication and quality of our employees are what sets us apart from other transportation providers. That’s why we strive to create a pleasant and safe work environment that gives our employees the support they need to be successful today and tomorrow.

Open-Door Atmosphere - The needs and concerns of our employees are a top priority at Estes. With our open-door management style, committed professionals in our Human Resources, Fleet Services, Operations, and Safety departments are always accessible and ready to assist you.

At this time, Estes will not sponsor a new applicant for employment authorization for this position.

Positions are considered open until filled or until we have received an adequate number of applicants. Qualified applications will be required to complete an on-site application as part of our standard application process.

Estes is committed to equal opportunity for all employees and applicants for employment without regard to race, color, religion, ethnicity, national origin, age, disability, sex (including pregnancy, childbirth or other related medical conditions), genetic information, sexual orientation, veteran or marital status, or any other characteristic protected by law. If you would like an accommodation or any assistance in order to apply for a job, please call 1-877-975-4378 for assistance, or fax your requested accommodation to 804-355-3748. Nothing contained herein is to be construed as an offer of employment or a binding contract of employment for a specific period of time. Employment can be terminated by either the employee or the employer at any time, for any reason, with or without notice.

EOE/M/F/Vet/Disabled

Please visit work4estes.com to view our job opportunities