



[www.ratelinx.com](http://www.ratelinx.com)

## **Client Specialist – Responsive Customer Support**

### **What You Will Do**

Exceed Clients' expectations! Serve as the subject matter expert for our proprietary software and its application, supporting the Client and the Client's freight carriers over the phone. Determine the root cause of problems and promptly resolve them. Proactively engage with clients to maximize utilization of the software to its full potential. If you have the drive to learn our software, to collaborate with a variety of individuals, to dig in to truly resolve issues and to document your efforts, this is the job for you.

### **Qualifications**

- Minimum of Associate degree or equivalent work experience.
- Must work out of the Madison, Wisconsin office.
- Ability to gain a clear understanding of RateLinx software and services and to become a subject matter expert for the Client.
- Ability to understand written functional specifications.
- Ability to demonstrate proficiency in the use of computer hardware, Microsoft Word and Excel, and RateLinx systems and programs.
- Effective customer service and interpersonal skills.
- Experience in Accounts Payable.
- Effective oral and written communication skills, including in person, by phone and by email.
- Ability to work independently with limited supervision along with the ability to function effectively in a team environment.
- Effective organization and prioritization skills.
- Ability to be proactive and prepared and to meet deadlines.
- Ability to present a positive, professional company image.
- Resourceful problem-solving skills, with the knowledge and confidence to ask the right questions so problems, issues or concerns are addressed quickly before they occur or become critical.
- Responsive and reliable with keen attention to details.

### **This Job is for You if You Thrive in an Environment Where**

- You have the desire to optimize results for customers.
- You are part of a collaborative team environment.
- Your communication style is friendly, pleasant and tactful.
- You handle multiple, simultaneous projects in a fast-paced environment while never compromising quality.
- Your decision-making is based on defined policies and procedures.
- Priorities may change at a moment's notice.

## **Why Work for RateLinx**

Besides being a part of a great team dedicated to optimizing our customers' supply chains, check this out:

- We are located on the East side of Madison off of American Parkway – we are close to restaurants, gas stations, shopping, etc. Take advantage of the pedestrian trail system right outside our building.
- Dress Code is casual.
- Free snacks, coffee and tea.
- Employee recognition program.
- We are available for our customers from 8:00 a.m. to 5:00 p.m. Monday through Friday.
- Paid Time Off is effective after 90 days.
- Paid Holidays are effective immediately after hire.
- Health Insurance (Medical, Vision and Dental) is effective on the 31<sup>st</sup> day of employment with company contribution.
- Life and Disability Insurance is effective on the 31<sup>st</sup> day at a group rate.
- 401(k) with employer matching.

## **Who We Are**

RateLinx is a thought-leader in customized supply chain management software and logistics consulting. We are working to completely transform our clients' supply chains. By providing integrated, actionable data, we help companies turn freight from a tactical necessity to a strategic asset through Integrate Data Intelligence<sup>SM</sup>. RateLinx has a values-based culture. Embracing ideas and responsiveness, we collaborate to solve our customer's logistics problems while achieving our goal: Being The Best.

## **How to Apply**

Apply on line at [www.ratelinx.com/logistics-software-careers/](http://www.ratelinx.com/logistics-software-careers/)