

PORT FREEPORT, TEXAS



Title: Customer Service Coordinator

Class Code: csc

Pay Grade: 112

This Class Description does not constitute an employment agreement between the Port and an employee and the statements herein are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, knowledge, skills and abilities required of personnel so classified in this position. The position description is subject to change by the Port as the needs of the Port and requirements of the position change.

General Description

The purpose of this job/class within the organization is to provide administrative support to the Director of Operations, the Operations Manager and employees of the Operations department.

This job/class works under close to general supervision according to set procedures, but determines how or when to complete tasks.

Duties and Responsibilities

The functions listed below are those that represent the majority of the time spent working in this job/class. Management may assign additional functions related to the type of work of the job/class as necessary.

Essential Functions:

- Creates invoices for all contracted customers and any new clients based on manifested cargo received for each vessel; ensures that all necessary data is received and aligns with Customs documentation; sends to accounting for processing.
- Calculates time worked by Operations employees and submits to the accounting department for payroll and creates expense reports for Operations employees.
- Tracks and maintains revenue and reasonability report which records all charges for each vessel.
- Tracks and maintains each vessel's tonnage totals and separates by commodity in a tonnage report; provides a monthly log and a year to date log.
- Accumulates documents for billing vessel calls and domestic cargo activities, equipment rentals, utility bills, extra security, scale use and terminal use.



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- Maintains and processes new and annual Stevedore Licenses; maintains certificates of insurance for agents, stevedores and contractors.
- Corresponds and communicates with customers, agents and stevedores to assist in scheduling vessel calls, acquiring data and providing service per the Port Tariff or customer contract.
- Creates and tracks equipment rentals in the office at all times ensures tickets are signed and times are verified.
- Maintains maintenance records for any and all Port owned equipment, vehicles, forklifts, man lifts, cranes, and buggies.
- Creates purchase order requests for Operations Department, obtains approval and sends to accounting for processing.

- Follows all Port safety practices, procedures and policies.

Additional Duties:

Creates cost comparisons and evaluations for new equipment purchases for the Operations Director and Manager.

Prepares one time waiver to the Basic operations procedure as approved by the Brazos Pilots Association and the Director of Operations.

Maintains certificates of insurance for agents, contractors, stevedoring companies and suppliers of the port.

Maintains petty cash fund. Disburses funds and reconciles transactions.

Performs related work as assigned.

Must be willing and available to work overtime outside normal business hours, on weekends and holidays, as needed.

Responsibilities, Requirements and Impacts

Data Responsibility:



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Data Responsibility refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.

Collects, classifies or formats data or information in accordance with a prescribed schema or plan to facilitate the identification and extraction of useful information. Proficient with Microsoft Excel, PowerPoint and the Port's Accounting software

People Responsibility:

People include co-workers, workers in other areas or agencies and the general public.

Provides information, guidance, or assistance to people which directly facilitates task accomplishment; may give instructions or assignments to helpers or assistants.

Asset Responsibility:

Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.

Requires responsibility and opportunity for achieving moderate economies and/or preventing moderate losses through the management of assigned areas of responsibilities; handling supplies of high value consistent with the operation of a small division or department.

Mathematical Requirements:

Mathematics requires the use of symbols, numbers and formulas to solve mathematical problems.

Uses addition and subtraction, multiplication and division and/or calculates ratios, rates and percent.

Communications Requirements:

Communications involves the ability to read, write, and speak.

Reads technical instructions, procedures manuals, and charts to solve practical problems such as routine office equipment operating instructions, and methods and



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procedures for investigations, and in drawing and layout work; composes routine reports and specialized reports, forms, and business letters, with proper format; speaks in compound sentences using normal grammar and word form.

Judgment Requirements:

Judgment requirements refer to the frequency and complexity of judgments and decisions given the stability of the work environments, the nature and type of guidance, and the breadth of impact of the judgments and decisions.

Responsible for guiding others, requiring a few decisions, affecting the individual and a few co-workers; works in a stable environment with clear and uncomplicated written/oral instructions but with some variations from the routine.

Complexity of Work:

Complexity addresses the analysis, initiative, ingenuity, concentration and creativity, required by the job and the presence of any unusual pressures present in the job.

Performs semi-skilled work involving set procedures and rules but with frequent problems; requires normal attention with short periods of concentration for accurate results or occasional exposure to unusual pressure.

Impact of Errors:

Impact of errors refers to consequences such as damage to equipment and property, loss of data, exposure of the organization to legal liability, and injury or death for individuals.

Property Damage & loss of life – **Minor**

Data loss – **Serious**

Exposure to legal liability – Moderate

Brand loss - Moderate

Economic loss – **Serious**

Physical Demands:

Physical demands refer to the requirements for physical exertion and coordination of limb and body movement.



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Performs sedentary work that involves walking or standing some of the time and involves exerting up to 10 pounds of force on a regular and recurring basis or sustained keyboard operations.

Equipment Usage:

Equipment usage involves responsibility for materials, machines, tools, equipment, work aids, and products.

Handles or uses computers or work aids involving moderate latitude for judgment regarding attainment of a standard or in selecting appropriate items.

Unavoidable Hazards:

Unavoidable hazards refer to the job conditions that may lead to injury or health hazards even though precautions have been taken.

Involves potential exposure from release or other incidents from surrounding industry; Adverse weather conditions - extreme heat and/or cold; Wet or humid conditions. Involves routine and frequent exposure to vibration; fumes and/or noxious odors; Extreme heat and/or cold; Wet or humid conditions; Extreme noise levels; Traffic; Moving machinery.

Safety of Others:

Safety of others refers to the level of responsibility for the safety of others, either inherent in the job or to ensure the safety of the general public. (Does not include safety of subordinates).

Position requires some responsibility for the safety and health of others and/or continuous enforcement of the laws and standards of public health and safety.

Minimum Education and Experience Requirements:

The preferred way to obtain the minimum knowledge, skills and abilities to perform the essential duties and responsibilities of this position are listed below. The Port reserves the right to allow substitutions in the event that a candidate or incumbent exceeds requirements in one area but may be deficient in another.

Requires an Associate's Degree or specialized courses/training equivalent to satisfactory completion of two years of college in business, accounting, communications or closely related field.



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Requires two years' experience as a customer service representative, accounts coordinator or closely related experience.

Special Certifications and Licenses:

First Aid/CPR/AED (American Heart Certifications preferred)

Valid TX State driver's license.

Valid TWIC certification.

Must be able to pass a background check.

Americans with Disabilities Act Compliance

Port Freeport is an Equal Opportunity Employer. The ADA requires the Port to provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

Emergency Management Responsibilities

During emergency conditions, all Port employees are subject to being called to work in the event of a disaster, such as a hurricane, or other emergency situation and are expected to perform emergency service duties, as assigned.

Organization-wide Employee Responsibilities

All employees must establish and maintain effective working relationships with the general public, co-workers, elected and appointed officials and members of diverse cultural and linguistic backgrounds, regardless of race, color, religion, gender, national origin, age, marital status, political affiliation, familial status, disability, sexual orientation, pregnancy, or gender identity and expression.

