

MOVING YOU FORWARD

LOGISTICS CUSTOMER SERVICE

Progressive Rail Inc. is a short-line freight railroad that provides cost-effective shipping and transloading options to over 300 customers across a wide variety of industries. Our main office is headquartered in Lakeville, MN, with several other owned and operating railway locations across multiple states.

We have an exciting opportunity for a Customer Solutions Associate in our Logistics & Transportation Department located in our Lakeville, MN headquarters. The ideal candidate will possess the ability to manage the daily operations of 11 railroads.

This position requires 24/7 shift coverage and on-call duties on a consistent rotational basis.

Primary Purpose and Essential Functions:

Our Customer Solutions Team is responsible for maintaining accurate inventory; place and release railcars [on our software] as requested via email, wheel reports, or phone. They communicate and interact with both internal/external customers and connecting carriers.

Job responsibilities include but are not limited to:

- Communicate and manage daily operations and logistics of 11 railroads
- Communicate daily with various departments of multiple railroads
- Maintain accurate inventory by placing and releasing railcars as requested
- Knowledge of Way billing software: EBOL and RailConnect
- Process and review data for deficiencies, resolve discrepancies with carriers
- Ensure all crew members have up to the minute hazardous paperwork for proper train movement
- Communicate with connecting carriers on discrepancies and interchange reporting
- Be able to perform railcar ordering from Class I railroads for customers
- Apply charges properly per railroad tariff (switch fees, storage fees, terminal fees)
- Knowledge of maintaining and updating car trace reports
- Communicate and contribute to company and team goals
- Maintain and promote a strong safety culture and follow safety policies, procedures, and regulations

We are proud to be an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, sexual orientation, national origin, veteran, marital, or disability status.

We maintain a drug-free workplace and perform pre-employment substance abuse testing.

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- Update Steelroads trace reports for all customers and schedule automated reports as needed
- Inbound and outbound 418 train EDI advance consists to/from class I's within TMS
- Maintaining customer synonyms as required
- Expediting priority cars with class I carriers
- Working with all crews throughout the day. Update and maintain work orders
- Crew scheduling based upon customers priority requests
- Monitor all incoming customer phone calls and resolve issues as they arise
- Monitor email inbox and respond to requests
- Rail bill customer releases and send EDI to the correct class I
- Communicate with forwarding railroads all train consists for fluid interchanges

Basic Qualifications:

- General knowledge of Railroad operations
- High School Diploma or GED Equivalent
- 1+ years of Logistics Customer Service in a fast-paced environment
- Ability to work weekends and on-call
- Proficient in MS Office Suite
- Accurate keyboarding and data entry required

Preferred Qualifications:

- Solid understanding of accurate inventory by placing and releasing railcars
- Working knowledge of Waybilling software using EBOL and RailConnect
- Communicate effectively across the organization both written and verbally
- Outstanding organizational and leadership abilities
- Effective communication with connecting carriers
- Outstanding attention to detail

We offer a competitive wage and benefits package including 401k with a company match, health, dental, vision, and life insurance, as well as company-paid short-term and long-term disability insurance.

How to apply:

Fill out an application [here](#). Email (HR@progressiverail.com) or fax (612-471-0030) your application to our Human Resources Department.

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