



Resolutions Specialist

Location: Elmhurst, IL

Description:

This is your chance to be a part of an exciting and growing team that drives this dynamic company to greater success. TranzAct Technologies, Inc. is an established, privately held company, our headquarters is in Elmhurst, IL and we have a number of offices located in the US and abroad. We pride ourselves on being an integrated logistics resource company focused on client satisfaction and driving value to our client's business.

We are currently seeking a Resolutions Specialist to play a leading role in ensuring our clients receive superior service. The Resolution Specialist is responsible for processing exception freight bills through our software platform. (Exceptions are freight bills that may not contain all the available data to process the bill accurately which requires the individual to gather the missing information or provide detailed explanation to what is missing and why.) This individual should have a high level of detail and initiative.

Primary responsibilities:

- Monitor a queue of freight invoices in a freight payment application which require resolution.
- Research the root cause of freight invoice errors, and resolve the errors resulting in proper payment.
- Analyze internal data and client feedback to identify freight payment process improvements and speak confidently about each client's process.
- Track progress of each account.

Job qualifications:

- Logistics experience to read and understand freight shipping documents is a plus
- Technology and computer literacy, including Microsoft Office Suite
- Able to understand reoccurring problems, document and resolve

Job Type: Part-time

Experience:

Freight: 1 year (Preferred)

Microsoft Office: 1 year (Preferred)

Logistics: 1 year (Preferred)