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Tradepoint Atlantic, LLC.  
1600 Sparrows Point Boulevard  
Baltimore, Maryland 21219

***Position: Customer Support Administrator***

Tradepoint Atlantic, LLC. is seeking a Customer Support Administrator to join its team located in Sparrows Point, MD. The Customer Support Administrator's primary responsibilities are to assist with inventory system control and testing, FTZ administration, customer invoicing, customer service requests, audits, training and implementing new processes. This is a full time, exempt position that will report to the Manager, Terminal Support & Planning.

***Key Job Responsibilities & Duties:***

- Prepare or execute documents, such as work orders, bills of lading, and shipping orders to route materials.
- Understands shipping methods for materials, using knowledge of shipping procedures, routes, and rates.
- Assist with inventory system control and testing.
- Execute all functions related to FTZ administration.
- Assist with monthly and vessel-specific customer invoices based on contractual terms.
- Understanding of commercial contracts to ensure all charges are being filed on customer invoices.
- Understanding of all actual operations at the terminal.
- Coordinates closely with systems department for development of tracking systems for the terminal.
- Assists with the input and distribution for customer inventory systems.
- Builds relationships with customers and vendors.
- Assists with audits and prepares audit documentation.
- Assists with training of team members.
- Acts as customer service liaison.
- Processes inbound and outbound orders.
- Processes Transfers of Ownership.
- Scheduling and other logistics related duties.
- Other duties as assigned.

***Position Specific Behaviors:***

- Team player
- Executes quickly and accurately
- Honesty and integrity
- Adaptable and flexible
- Collaborative - works well with others
- Excels in high growth, entrepreneurial and meritocratic environment
- Comfortable with ambiguity
- Strong intellectual curiosity
- Thrives in a pressurized work environment

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- Outside work element
- Diligent and timely, with an eye for detail

***Competencies To Be Successful at Tradepoint:***

- Self- starter
- Problem solver
- Excellent Communicator
- Customer-Focused
- Accountability

***Education, Knowledge, Experience, Skills and Abilities Required:***

- Minimum 1-year Breakbulk Industry experience required.
- Possess strong skills and proficiency with Microsoft Word, Excel, PowerPoint and Outlook, as well as inventory system software.
- Candidate must be proactive, flexible, and a self-starter with the ability, prioritize, and execute multiple activities in a fast-paced outside and inside work environment.
- Must be able to manage the varied tasks associated with multiple projects and the ability to manage conflicting deadlines.
- Superb organizational and interpersonal skills.
- Must be able to multi-task and prioritize, work independently, be extremely detailed oriented, and forward thinking.

***Physical Requirements:***

- Must meet “fit for duty” requirements upon job offer (pre-employment physical and drug test).
- Must meet physical requirements including but not limited to, walking, stooping, kneeling, crouching, crawling, climbing up and down ladders and stairs, negotiating uneven and moving surfaces.
- Must be able to work in difficult conditions with exposure to all weather conditions (rain, ice, snow, wind, heat, etc.)
- May be required to lift up to 25 pounds on a limited basis