

Position: Trac Connect Product Manager

To Apply: Submit resume and cover letter, including salary requirements to Human Resources:
careers@seacastleinc.com

Work Location: Princeton, NJ

Reports to: SVP, Sales & Marketing

Position Summary

Act as primary administrator of the Trac Motor Carrier product. Oversee the Trac Connect web site implementation and interface directly with Motor Carrier customers to help guide them through the contract process. Provide customer service, ensure that all documentation is complete, and resolve problems. Review chassis usage daily to determine whether customer is approved with up-to-date leasing agreement on file. If not current customer, pursue leasing agreement. Ensure customer is properly billed for chassis usage. As business develops, coordinate with cross-functional teams, especially Operations and IT, to ensure all internal constituents take appropriate action in support of Trac Connect.

Essential Responsibilities/Duties/Functions/Tasks

- Oversee the Trac Connect web site usage by Motor Carrier customers
- Maintain Trac Connect web site, including but not limited to, marketing, composing and posting announcements to users, etc
- Ensure that customer contracts are properly executed, that customers have met credit and insurance requirements, and are approved
- Keep track of and report on customer activity
- Communicate with the Motor Carrier community across the US
- Ensure proper billing is issued
- Receive and reply to both phone calls and e-mail regarding, Trac Connect agreements and billing disputes
- Resolve customer complaints and issues
- Manage the development and implementation of process changes and improvements to Trac Connect
- Create and implement SOP's as needed to drive efficiencies in daily operations
- Solicit feedback from customers, analyze data and provide recommendations to improve Trac Connect and overall business results
- Lead internal cross-functional teams in support of Trac Connect and business objectives
- Work across functional departments bringing key players together to solve problems, eliminate roadblocks, and to determine solutions for Trac Connect improvements and business opportunities.

Qualifications

- Bachelor's Degree – emphasis on Business, Logistics or Transportation preferred; equivalent work experience may be substituted for degree; Plus an additional three (3) years customer service or transportation experience required.
- Excellent communication and interpersonal skills.
- Must be able to effectively present information and respond to questions from groups of executives, managers, customers, and internal departments.
- Ability to handle customer disputes in a timely and professional manner, both verbally and in writing as necessary.

- Comfortable speaking via telephone with Motor Carriers.
- Possess good spelling and grammatical skills.
- Flexibility to quickly adapt to change.
- Good analysis and influencing skills.
- Ability to excel in a fast paced and dynamic work environment.
- Excellent attention to detail.
- Must be able to multi-task and work independently as well as contribute to the overall success of the team.
- Proficient with computer, especially Microsoft Office (Word, Excel, Outlook and Internet Explorer).
- Ability to learn and adapt to in-house computer systems and web-based applications.
- Bi-lingual Spanish (speaking and writing) helpful, but not required.

Special Position Requirements

- This position requires long periods sitting behind a desk and extensive use of a telephone, computer and in-house system applications.