



Job Title

Operations Associate (Montvale, NJ)

Reports to

Senior Manager, Operations - America

Who We Are

SeaCube is a global leader in the intermodal transportation industry, providing companies with best-in-class equipment solutions, technology and customer support to move the world's cargo. We acquire, own, manage and lease containers, primarily on long-term contracts with the world's largest shipping lines. Today, SeaCube is looking well beyond the horizon, building on our strong foundation to deliver new and innovative container and leasing solutions that solve longstanding transportation challenges to help our customers increase efficiencies and gain a competitive advantage.

Essential Duties & Responsibilities

- Provide redelivery (preclear) notifications to customers and cancel expired preclear bookings.
- Create on-hire bookings and ensure adequate availability of equipment.
- Establish and build relationships with depots through regular contact to ensure priority service for SeaCube.
- Perform monthly inventory reconciliations to ensure inventory accuracy.
- Monitor EDI to ensure that gate activity, customer approvals and repair completions are accurate and received in a timely manner.
- Provide feedback to the Regional Salesperson from depots on market conditions.
- Handle Billing discrepancies with the customers and Billing department as needed.
- Monitor depot address files and contact information in Rental4000 for accuracy.
- Resolve depot storage and handling discrepancies as required.
- Report any depot issues impacting daily operations or compromising quality to the Director, Corporate Operations.
- Perform other duties as required.

Knowledge, Skills and Abilities

- Strong customer service and interpersonal skills
- Excellent communication skills, verbal and written.
- Detail oriented and organized.
- Microsoft Office – Proficient in Outlook, Word, and Excel
- Associate degree or equivalent work experience preferred.
- Customer service, logistics, and / or industry experience preferred.
- Multi-lingual (Spanish and/or Portuguese) preferred but not required.

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, disability, national origin, or veteran status.