



**Position: Operations Associate**

**Location:** Woodcliff Lake, NJ/Hybrid

**Reporting to:** Director, Corporate Operations

At SeaCube, we acquire, own, manage and lease containers which are essential intermodal equipment used in global containerized cargo trade. This equipment has enabled the growth in global containerized trade because it allows efficient movement of goods via multiple transportation modes, including ships, rail, and trucks. We lease out equipment primarily under long-term contracts to the world's largest shipping lines.

As part of our growth, we are looking for a Operations Associate. In this key role, you will be responsible for all customer service and support activities in the Americas region. You will be guided by operational policies and procedures to ensure all customer interactions are handled efficiently and timely. You will also maintain contact with customers in areas such as issuing redelivery and release notifications for equipment entering and leaving depots, responding to customer inquiries, DV requests, customer approval follow-up and general information requests.

**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 Senior Operations & Project Manager.
- 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.