

***Start your career right here
in Northeastern PA in
one of the fastest-growing
industries in the State!***

The Governor has identified several Industry Clusters within the State that are considered high-growth, and Logistics and Transportation is one of them. What this means to you is that there are specific occupations that have been deemed "In Demand," and well-respected, rapidly growing companies are committed to hiring and training qualified, talented people with your exceptional skills. There are over 80 companies in Northeast PA involved with Logistics & Transportation operations. The vast majority of these firms offer fantastic benefits, such as company-paid health, dental and optical insurance, short and long-term disability insurance, life insurance and retirement plans.

So start your search now.

Visit www.nepapeopleonthemove.org for more information about this and other careers in the NEPA Logistics and Transportation Industry. You'll find contacts and listings for local companies, local education and training providers, job openings, industry news and upcoming events.

We are People on the Move in Northeast PA - Working to provide you with a rewarding career in the Logistics & Transportation Industry!



People on the move



Career Pathways

Northeast PA Logistics & Transportation Industry Partnership

A joint effort of the Luzerne, Schuylkill, Lackawanna, Pocono and Northern Tier Workforce Investment Boards

32 East Union Street, Wilkes-Barre, PA 18701-2793

For more information on these various career opportunities available with in the Logistics & Transportation Industry visit our website at

nepapeopleonthemove.org

or please contact:

Patti Lenahan, Planner, Luzerne/Schuylkill Workforce Investment Board, Inc.

570-822-1101 or plenanah@lchrdd.org

Jane Ashton, Director of Workforce Development, Greater Wilkes-Barre Chamber of Business and Industry
570-823-2101 or jashton@wilkes-barre.org



People on the move



Career Pathways

Northeast PA
Logistics & Transportation
Industry Partnership

Customer Service Representative



Look inside to see how you can find a rewarding career as a Customer Service Representative in the Logistics & Transportation Industry!

What Does a Customer Service Representative Do?

Customer Service Representatives are often seen as the “human” link in the supply chain of a product. They serve a critical function in ensuring that products are ordered properly, documented and recorded correctly, and shipped on-time and to the correct customer. They are often the sole correspondent with the customer, and are responsible for handling customer concerns and delivering product information.

Customer Service Representatives are in a constant search for information. They utilize a variety of office equipment, and need to be skilled at using computers. They also must have solid communication skills, and have good fluency with the English language.

Customer Service Representatives sometimes need to negotiate with customers, submit pricing quotes, and/or service orders. Good interpersonal skills are therefore very important.

Once on the job, most companies provide the specialized training you need to succeed.

Would I be a good Customer Service Representative?

Still not sure if this career is for you? Then ask yourself these questions:

- Do you have a knack for interacting with people?
- Can you listen attentively to someone’s point of view, and alternatively communicate your point of view?
- Do you pay attention to details?
- Can you perform basic bookkeeping and basic math?
- Do you have good computer skills? Do you enjoy learning about and using new technology?
- Do you make important decisions promptly and logically?
- Are you good at finding solutions to problems and negotiating with others to solve those problems?

If you answered “yes” to the majority of these questions, and have a high-school diploma, then starting your career in the Logistics and Transportation Industry as a Customer Service Representative may be the right move for you! Plus, if you have work experience from another industry your skills may very well be transferable. And because this occupation is considered to be “In Demand,” there’s no telling how quickly you can advance in your career!

For more information visit our website at nepapeopleonthemove.org

