



Logistics & Customer Service Assistant

Atlas Coffee Importers is a Seattle-based specialty coffee importing company. Our mission is to provide personalized coffee trading services to benefit the global coffee community. This means that our focus and energy are directed toward quality – of coffee, of business, of relationships, of environment. What is good for Atlas should to be equally good for our vendors, our clients, and the people who work here.

The Logistics & Customer Service Assistant is part of a multi-functional team – inbound logistics, outbound logistics, and customer service. Your role will allow you to interact with and help all three as we support the company mission. This is the perfect opportunity for someone with 1-3 years of experience in the industry.

Duties & Responsibilities

You will use your organizational skills and attention to detail to track shipping status of afloat cargo, and collect, review, approve, process, and file documents required for inbound containers. Your time-management skills will help you to hit daily deadlines while cross-checking outbound order information and documents with our warehouse partners and outbound carriers. You will partner with customer service to fulfill sales samples requests each afternoon. All three teams will welcome your ability to review and approve department-related invoices. Ultimately you will be fully cross-trained in the day-to-day job duties for all three parts of our team, allowing you to provide robust support as needed.

Qualifications

Logistics & Customer Service Assistant candidates should have work experience in logistics and understand the processes and documents used in handling import/ocean freight. Additionally, we are looking at candidates with basic knowledge of AR/AP processing and principles, and proficiency with Microsoft Office, including intermediate-level experience with Excel and Outlook. We also expect candidates to have working experience with an ERP system.

In addition, we're focusing on those who have an exceptional attention to detail, outstanding prioritization and self-management skills, and are extraordinarily organized. We expect excellent written and verbal communication, and strong customer service skills.

Our Greenwood neighborhood office is a smoke-free, scent-free, business casual environment where 20 hard-working people work to ensure that there is access to great coffee everywhere and have fun doing it. Employees receive paid holidays and time off, 100% employer-paid health insurance premiums, employer-matching 401(k)/savings program, profit sharing, and all the coffee you can drink.

List of Duties & Responsibilities

- Collect, review, approve, process, and file documents related to inbound cargo.
- Track, trace and update shipping status on afloat cargo.
- Review and file documents associated with outbound shipments.
- Support claims process for inbound and outbound freight.
- Review and approve invoices resulting from inbound and outbound processes.
- Assist sampling team in handling outbound samples and maintaining a current sample library.
- Cross-train as support and back-up for inbound logistics, outbound logistics, and customer service personnel.
- Additional duties, as requested.

List of Required Qualifications

- High school diploma required; college degree preferred
- Work experience in logistics (import/ocean freight, specifically) and an understanding of the related documents and processes



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- Basic knowledge of AR/AP processing and principles
- Proficiency with Microsoft Office, including intermediate experience with Excel and Outlook
- Working experience with ERP systems
- Exceptional attention to detail and extraordinary organization skills
- Outstanding prioritization capabilities and self-management skills
- Excellent written and verbal communication skills
- Strong customer service skills
- Ability to learn new software and processes

This job lies within the Customer Service and Logistics department. The position may include both email intensive desk work and physical handling of samples ranging between 1-25 pounds. We maintain a smoke and scent-free environment.

Applicants should provide cover letter and resume to [hiring@atlascoffee.com](mailto: hiring@atlascoffee.com).