



# Job Description

Operations Agent | Portland, OR

**Position:** Operations Agent  
**Department:** PDX Operations (International & Domestic)  
**Reports to:** Director of Operations  
**Location:** Portland, OR

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**General Purpose of Job:**

To execute daily activities and customer service functions of the PDX operations department.

**Essential Duties and Responsibilities:**

- Prioritize, schedule, and route shipments for transportation throughout the world
- Assist with the day-to-day coordination, execution and tracking of all shipments
  - Enter shipments and quotes into the operating platform
  - Tracking and tracing freight; providing estimated times of arrival and verifying piece counts, entering accurate notes in the system
  - Gathering proof of deliveries and entering in the operating system
  - Gathering and entering vendor costs into shipments
  - Prepare shipments for invoicing within time frame of ICAT policy
- Assist in reviewing vendor billing discrepancies (variances)
- Prepare quotations and coordinate documentation between customers and vendors
- Support the ICAT CX initiative by providing a high level of customer satisfaction and operational proficiency to meet growth and profitability goals as well as providing customers with WOW experiences
- Perform other emergent duties and projects requested in support of ICAT's fast paced environment

**Minimum Job Requirements:**

- High school education required and some college ideal
- Able to foster accountability and commitment to achieve department goals
- Desire and drive to learn and grow
- Outstanding communication skills – Excellent verbal and written with an emphasis on listening

- Extremely well organized, with the ability to handle multiple tasks simultaneously
- Able to plan and effectively set priorities for implementation
- Advanced skills with Microsoft office products
- Ability to work in a response-oriented industry
- Ability to build relationships with internal and external clients
- Ability to anticipate and analyze problems, document issues and recommend solutions
- Ability to relate to and successfully interact across a variety of settings and work well with a broad and diverse workforce throughout the organization
- Ability to deal with a fast-paced entrepreneurial environment

**Personal Characteristics:**

- Possess a strong work ethic with a persistence in pursuit of objectives
- Understand and respond to situations that require a sense of urgency
- Consistent in follow-up and follow-through
- Credible with a high level of personal integrity
- Loyal and dedicated to the success of colleagues and team members
- Optimistic outlook toward all activities, able to transmit this optimism to others
- Will naturally adopt ICAT's core values and seamlessly assimilate into ICAT's culture