



5840 Allin Road, Suite B
 PO Box 271
 Prince George, VA 23875
 Phone: (804) 733-0933
 Fax: (804) 733-0935
 Visit us on the web: www.jlmiva.com

JOB TITLE:	Customer Service Representative	JOB LOCATION:	FT Drum, NY
Experience, Knowledge, Skills and Abilities Required:			
<ul style="list-style-type: none"> • Experience/knowledgeable using the electronic Transportation Operational Personal Property Standard (eTOPS) or Defense Personal Property System (DPS) an applicable forms. • Experience in consigning shipments in accordance with SDDC Personal Property Consignment Instruction Guides (PPCIG) - Domestic and International. • Must possess the appropriate verbal and written communication skills to conduct briefing on overseas, stateside, and PPM-DITY moves. • Write, type, or enter information into computer, to prepare correspondence, spreadsheets or other documents, using Microsoft Office Suite software (Word, Excel, PowerPoint). • Able to make decisions based on standing operating procedures (SOPs). • Ability to work with minimal supervision. • Must be able to work independently and part of a team. • Other duties as assigned. • Must be able to pass a background check. • Obtain and maintain a DoD CAC card 			
POSITION RESPONSIBILITIES:			
<ul style="list-style-type: none"> • Provide accurate information concerning personal property shipments and storage, entitlements, regulations, and procedures to all customers. • Perform all functions for all military and civilian customers, to include inbound and outbound counseling, processing of personally procured moves, processing requests for extension of entitlements, requesting Exceptions to Policy (ETP), advising of excess costs (i.e. Over weight entitlement, special services), and assisting with claims. • Provide courteous and efficient personal property counseling services to include preparing and distributing documentation for all customers authorized government shipments • Counsel on all aspects of Vehicle Processing Center (VPC) • Provide a subject matter expert to counsel and brief all customers on Fort Drum (group or one on one) regarding personal property entitlements and responsibilities. • Prepare documentation to initiate and schedule personal property shipments and answer customer questions and inquiries in accordance with DoD 4500.9-R Part IV (Defense Travel Regulation), the Joint Travel Regulation (JTR), the Personal Property Consignment Instruction Guide (PPCIG), and Service Supplements. 			
SALARY/BENEFITS:			
<p>Salary is based on experience and qualifications. We offer a competitive compensation and benefits package that includes health, dental, life insurance, direct deposit and more.</p>			



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JLMI is an equal employment opportunity employer EOE/M/F/D/V			
CONTACT INFORMATION:			
Please Submit Resumes to Recruiting@JLMIVA.COM ; Fax: (804)733-0935. If you wish to learn more about JLMI, visit our website at (www.jlmiva.com).			