Logistics & Customer Care Coordinator

Are you seeking a job with a higher purpose? At Cryos we help create life and make dreams come true. We are currently looking for a Logistics & Customer Care Coordinator – could that be you?

Our company is seeking for a logistics and customer service representative to work in our US headquarters in Orlando near UCF. We take great care of our customers, and as a customer service representative you will play a crucial role in helping us achieve our mission.

The Logistics & Customer Care Coordinator is responsible for providing exceptional customer support while coordinating domestic and international logistics for clients and clinics. The position serves as the key point of contact for shipment management, customs coordination, freight providers and for customers throughout their journey, ensuring a positive experience through compassionate communication, accurate order processing, shipment coordination, and timely problem resolution. The position requires strong organizational skills, attention to detail, and the ability to manage multiple priorities in a fast-paced environment while supporting Cryos' mission of helping individuals and families achieve their dreams of parenthood.

Key Responsibilities and Expectations:

- Manage worldwide shipments of gametes and related materials, including courier shipments.
- Coordinate domestic and international shipment activities while ensuring compliance with company procedures and applicable regulations.
- Prepare shipping labels, customs documentation, and required regulatory paperwork for domestic and international deliveries.
- Clarify customs requirements and import/export regulations for destination countries.
- Act as the primary point of contact between courier companies, freight providers, clinics, and internal departments.
- Monitor shipment status and proactively communicate updates or delays to customers and clinics.
- Handle delinquency issues related to unreturned tanks and coordinate recovery efforts.
- Ensure quality and accuracy across all logistics processes and documentation.
- Support logistics-related projects and process improvement initiatives.
- Respond to client and clinic inquiries regarding products and services.
- Provide accurate information and recommend appropriate products and services based on customer needs.
- Open, maintain, and update client and clinic accounts within Cryobase.
- Resolve customer complaints and service issues by identifying root causes and implementing solutions.
- Follow up with customers to ensure satisfactory resolution of concerns.
- Maintain professional and compassionate communication with clients throughout their experience.
- Perform other duties as assigned.

Computer Skills:

- Knowledge of Microsoft Office; Word, Excel and Outlook.

Other Skills and Abilities:

- Proven experience managing global shipping operations, including customs procedures and international transportation requirements.
- Deliver exceptional customer service by demonstrating empathy, professionalism, and a customer-first mindset.

•Provide emotional support to clients when appropriate while maintaining professional boundaries.
•Communicate confidently and respectfully regarding home insemination and reproductive health topics.
•Work collaboratively with internal departments, clinics, and colleagues to ensure a seamless customer experience.
•Maintain positive working relationships through effective communication and teamwork.
•Contribute to a supportive and inclusive workplace culture.
•Demonstrate exceptional attention to detail when preparing documentation, correspondence, and customer records.
•Prioritize and manage multiple tasks simultaneously while maintaining accuracy.
•Ensure all customer interactions and account updates are documented appropriately.
•Utilize Microsoft Office applications, including Word, Excel, and Outlook, to perform daily responsibilities.
•Maintain knowledge of company systems and procedures, including Cryobase.
•Continuously develop skills related to customer service, logistics coordination, and process improvement.
•MUST HAVE warm, loving and nurturing disposition.

Job Type:
•Full-time

Pay range: $21-$23 per hour.

Benefits:
•401(k) with company contribution
•Dental, Vision and Health insurance
•Employee assistance program
•Flexible spending account
•Health savings account
•Life insurance
•Paid time off

Experience:
•Customer service: 1 year (Preferred)
•Microsoft Office applications: 1 year (Preferred)
•Logistics: 1 year (Preferred)

An inclusive workplace

We cultivate a supportive, informal, and positive environment that values teamwork and respect. Diversity is celebrated, and open communication ensures that every voice is heard. Helping others is in our DNA, and that extends to both our clients and our colleagues. We're committed to creating a workplace where support and empathy are foundational, enabling each individual to contribute their best while feeling valued and respected.

About Cryos:

Cryos International is the world's largest sperm and egg bank, offering delivery to more than 100 countries. In more than 35 years we have worked after our vision and purpose to help others fulfill their dreams of having a child, and we are proud to have achieved the industry's highest number of registered pregnancies worldwide.
Please read more about Cryos at: https://www.cryosinternational.com

Cryos
THE WORLD'S LARGEST SPERM AND EGG BANK
• 30+ years of experience helping people on their path to parenthood
• Delivery to more than 100 countries
• Certified in accordance with ISO 9001:2015 (Quality Management)