



## Customer Care Representative

*Caldwell's Inc – Zionsville, IN*

Caldwell's Inc. is a **locally owned, family-operated trucking company** with deep roots in the Zionsville community. With a fleet of 75+ trucks and 100+ trailers, we've built our reputation on **reliability, relationships, and responsive service**. As we continue to grow, we're looking for an energetic and customer-focused **Customer Care Representative** to join our team.

This role is all about **connecting with people** – whether it's answering calls, assisting with orders, or providing accurate information, you'll be the friendly voice and trusted guide for our customers. We're looking for someone who thrives in a **fast-paced, people-first environment**, enjoys problem-solving, and takes pride in making every interaction a positive one.

### What You'll Do

- Serve as the **first point of contact** for customers by answering phones and greeting visitors with professionalism and warmth.
- **Take and process customer orders**, ensuring accuracy and efficiency.
- Provide **clear, friendly, and timely communication** regarding pricing, services, and scheduling.
- Operate the truck scales with precision and attention to detail as needed.
- Build and maintain strong relationships by **actively listening to customer needs** and finding solutions.
- Partner with internal teams to keep operations running smoothly.
- Jump in with **flexibility and a team mindset** to handle other duties as needed.

### What We're Looking For

- A natural **people person** with strong communication and interpersonal skills.
- Someone who thrives in a **collaborative environment** and enjoys working with both customers and teammates.
- Detail-oriented with strong organizational skills – able to balance multiple requests while keeping service top-notch.
- Problem-solver who stays positive, approachable, and composed, even under pressure.
- Prior experience in customer service, logistics, or trucking is a plus, but not required – **we're willing to train the right person** with the right attitude.

### What We Offer

- Medical, Dental, and Vision Insurance
- 401(k) with company match
- Paid time off after 90 days
- Supportive, **family-oriented culture** where your contribution is valued
- Opportunity to grow within a stable, well-respected company

**Job Type:** Full-Time



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