

Logistics Coordinator

POSITION DESCRIPTION

DEPARTMENT: Operations
REPORTS TO: Team Lead or Senior Team Lead
SUPERVISES: None
STATUS: Hourly + Commission

Overview

The Logistics Coordinator's primary role is to prospect new carriers while continuing to develop the established relationships with existing carriers through phone and email contact. This includes but is not limited to assessing carrier's needs, presenting value-added solutions, negotiating, and developing long term relationships.

Expectations and Measurements

1. Discover needs of and build relationships with carriers:
 - a. Call Quality Review scores must exceed expectations each week.
 - b. At least 50% of carriers assigned to you must be loaded more than 3 times in a quarter.
 - c. Effort put into picking up the phone and talking to carriers. Balance of volume of calls with quality of calls.
2. Learn more about how the world around you affects the transportation industry and your carriers.
 - a. Each month, provide your leader with a forecast of what will be happening in your sub-region for the next 2-6 weeks.
 - b. Each week tell your leader 1 thing going on in the world that affects the transportation industry and explain how it affects the industry.
3. Follow Up/Follow Through
 - a. Communicating the information you are getting from your carriers through utilization of the tools (H2O, Keypoint, email, etc.) available to you.
4. Open to feedback and willing to be held accountable.
 - a. Implementation of feedback.
 - b. How receptive you are to feedback.
 - c. Effort put into making feedback successful.
5. Willing to provide feedback to others and hold others accountable.

Responsibilities

- Responsible for establishing new carrier relationships as well as maintaining and enhancing current carrier relationships.
- Effectively able to overcome objections using tools and training techniques.
- Work in conjunction with carriers to secure capacity that fits with service requirements.
- Prepare and coordinate required documentation in order to manage transactions from beginning to end.
- Proactively handle exceptions effectively and present solutions to appropriate parties.
- Successfully communicate information in a timely and accurate manner to both internal and external points of contacts.
- Comply with Hybrid and DOT regulatory requirements.
- Consistently maintain on-time and accurate service provider records with up-to-date account information.
- Contribute to and support team success by consistently meeting or exceeding goals, demonstrating focused sales efforts.
- Sustain strong daily transactional flow.
- Other responsibilities as assigned.

Qualifications

- 1 or more years of customer service experience with a focus on long term sales relationships is preferred.
- Strong customer service skills focused on relationship development.
- Maintain high activity level.
- Effective and demonstrated written and oral communication skills including exceptional phone skills.
- Strong sales and negotiation skills.
- Solid conflict resolution and listening skills.
- Must have a high degree of accuracy and attention to details.
- Ability to manage and prioritize multiple tasks throughout the day.
- Focus on team results.
- Strong decision-making skills; ability to work independently.
- Must be above average at analytical skills and problem-solving.

- Computer skills: Keyboarding, MS Office, Internet, Maps, and proven ability to learn proprietary system(s)

Education

- High School Diploma or equivalent required.
- Associate's Degree or equivalent sales/customer service experience required.

Additional Expectations

- Must be able to operate standard office equipment such as computers, phones, copy machines, etc.
- Must be able to talk and hear while performing the duties of this job.
- Must be able to sit for extended periods of time.
- Frequently uses hands to manipulate objects and arms to reach.

Disclaimer: The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.