

Job Title: Logistics Services Manager - II
Reports to: Manager, Director, or VP of Operations
FLSA: Exempt

1.0 Position Summary

The Logistics Service Manager II will be responsible for expanding freight brokerage business and day-to-day management of shipments for assigned customer accounts.

2.0 Essential Functions, Job Duties, and Responsibilities

- (1) Follow proper freight management processes including:
 - a. Quote, cover, receive, process, and invoice customer shipments
 - b. Contact, negotiate and secure carriers for available/open loads
 - c. Identifying optimum capacity options, Dispatching, routing and scheduling carriers
 - d. Managing and/or building loads in the proper Transportation Management System (TMS)
 - e. Verifying all shipment documentation, updating, managing, and archiving all documentation as required
 - f. Profitably sourcing trusted carriers who are compliant, safe and timely in the delivery of customers freight
 - g. Build relationships with new and existing carriers
 - h. Tracking and tracing shipments and providing customers with updated information
- (2) Ability to communicate with decision-makers to drive solutions
- (3) Develop and maintain strong relationships with current and prospective clients
- (4) Responsible for establishing and maintaining positive client relationships by consistently exceeding customer expectations
- (5) Resolves transportation and customer service issues.
- (6) Ensures compliance with local, state, and federal requirements with existing and new carriers
- (7) Adhere to company risk management practices
- (8) Works on-call phone on rotation basis (nights/weekends).
- (9) Leading cross functional teams on internal projects
- (10) Training and mentoring other department resources as needed
- (11) Managing Request for Proposal (RFP) processes for strategic accounts
- (12) Lead new customer implementation process from an operations perspective
- (13) Certified on all transportation management systems
- (14) Oversees carrier service and pricing (negotiating).
- (15) Develops new capacity options and relationships (new business).
- (16) Monitors and analyzes daily workload to achieve optimum utilization of resources in conjunction with the team.
- (17) Thoroughly understand the intricacies and rapid changes that occur in the freight industry &

- use this knowledge to better service the existing client base
- (18) Communicate important market information and activity to customers, internal stakeholders, peers, and management
 - (19) Performs all other duties or projects as assigned.

3.0 Education and Experience Requirements

- Bachelor's degree (BA) from four-year college or university; or three to five years related experience; or equivalent combination of education and experience.
- Minimum of 2 years experience in 3PL freight management environment, or 3 years experience in the transportation industry

4.0 Minimum Skills, Knowledge, and Ability Requirements

- (1) Computer skills – Proficient in Microsoft Word, Excel, and Windows.
- (2) Ability to read and comprehend simple instructions, short correspondence, and memos.
- (3) Ability to write simple correspondence and to effectively present information to customers, clients, and other employees of the organization.
- (4) Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- (5) Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- (6) Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- (7) Ability to deal with problems involving several concrete variables in standardized situations.

5.0 Work Conditions, Physical and/or Mental Requirements

- (1) Sedentary physical activity requiring reaching, lifting, finger dexterity, grasping, feeling, repetitive motions, talking, and hearing.
- (2) Visual requirement is for close vision, distance vision, peripheral vision, and ability to adjust focus.
- (3) 90% or more time is spent looking directly at a computer.
- (4) Employee is frequently required to stand, walk (or otherwise be mobile).
- (5) Employee is frequently required to lift and carry a minimum of 10 pounds.
- (6) Ability to deal with stressful situations as they arise.

Duties are primarily performed in an office environment. Minimal physical effort is required. Lifting and carrying requirements of up to 15 pounds. Occasional or frequent ability to move boxes from one location to another.

These physical and/or mental requirements are not exhaustive, and additional job-related requirements may be added by the Company on an as-needed basis. Reasonable accommodations, where required by law, will be made to enable individuals with disabilities to perform the essential functions of this position.