

Job Description

Job Title: **Freight Solutions Specialist**

Reports to:

BDC Operations Mgr.

Department: **260 – Storage**

Effective Date:

11/4/2020

Level/Grade:

Type:

Full Time

Contract

Part Time

Intern

Status:

Exempt

Non-Exempt

Position Summary:

The Freight Solutions Specialist is responsible for operations and the development of carrier and customer relations. This role will combine sales and freight management to meet the transportation needs of our construction industry customers. The primary focus will be on carrier sourcing and brokerage operations. This is a fast paced and high energy position best suited for an entrepreneurial, high-level operator.

Essential Functions:

- Create and maintain a positive customer service culture (internal and external).
- Actively coordinate and communicate with the sales team to understand customer expectations and identify carriers to fulfill customers' needs.
- Negotiate with carriers and provide quotes to customers based on reliable carrier feedback and lane history.
- Build carrier database through Bulldog Cartage receiving, market research, and networking.
- Vet new carriers to ensure satisfactory rating and keep up-to-date carrier insurance on file.
- Communicate proactively and transparently with customers and the sales team on the status of their freight.
- Field customer phone calls and communicate with customers to meet their needs.
- Provide outstanding customer service by always following up on quotes on requests.
- Call active customer accounts to learn about their freight needs and build the partnership.
- Take qualified leads from sales team and develop into regular clients.
- Follow established departmental policies, procedures, and objectives, and continuous quality improvement objectives.
- Managing customer projects through their duration to ensure all customer/project needs are met.
- Market, promote, and understand all the company's service-related items that are available.
- Assist in maintaining the cleanliness of the facility.
- Perform other duties as assigned.

Required Knowledge, Skills, and Abilities:

- Requires strong organizational skills and attention to detail.
- Requires the ability to effectively build rapport with both carriers and customers.
- Competitive spirit and goal motivated.
- Requires a positive attitude and ability to function both independently and in a team setting.
- Must be able to prioritize multiple responsibilities and manage time effectively.

- General computer skills including Microsoft Office and ability to learn Ascend TMS and cloud-based load boards.
- Ambitious Entrepreneurial Drive – Refuse to Lose!
- Demonstrated ability to multi-task, assign effective priorities to tasks, and to operate with a certain level of autonomy.
- Excellent written, verbal, and phone communication skills.

Required Experience and Education:

- High School Diploma or GED required.
 - Bachelor's Degree preferred but not required.
 - 3+ years transportation, logistics, or supply chain experience required.
 - HVAC and/or construction experience or project management a plus.
 - Prior customer service experience
-

Physical Demands:

- Frequently required to sit, stand, and walk.
 - Must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.
 - Requires visual, hearing, and speech acuity.
-

Disclaimer

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____

Date _____