**For more information please contact:**

liv@ixtkc.com

**Job Title: Logistics Coordinator**

**Supervisor Title: Logistics Manager**

**Job Summary: (Brief description of primary purpose of function)**

This position is responsible for efficiently orchestrating the day-to-day responsibilities within the logistics/dispatch team ensuring successful completion of daily activities. In addition, this position reports to the Logistics Manager and works hand-and-hand to address the needs of the department, customers, and those of drivers/owner/operators.

**Job Responsibilities:**

* Manages identified key customer businesses as assigned, ensuring successful handling of customer requests, providing timely information, coordination of work tasks and assignment to drivers/owner/operators
* Performs driver coordinating duties at a high level of efficiency and effectiveness, including participation in rotational assignments of afterhours and weekend coverage
* Participates in daily update meetings with Logistics Manager to identify daily focus areas
* Leads the activities and work of the dispatch team; where necessary, will train and oversee daily work within the team
* Manages the customer demand and driver scheduling in accordance with DOT and Hours of Service (HOS) regulations
* By example, leads and models a positive, pleasant team-based approach to all internal and external customers
* Works collaboratively with the Logistics Manager and Logistics Team to provide information that improves and enhances work environment
* Provides exceptional, professional customer service to drivers, internal and external customers at all times
* Working with the Logistics team, efficiently covers the fulfillment of all customer orders, ensuring all appointments, customer demands are handled in a timely manner to eliminate all penalty fees
* Daily, ensure all data is entered into the Profit Tools for Trucking system accurately (driver information, customer information, delivery/dispatch information) to ensure error-free accounting, billing and driver payments can be made weekly with a minimum amount of re-work
* Working with Dispatch Manager, identify business development opportunities for expansion of customer base within intermodal: identification, business planning and development, customer contact and sales
* Ensure a safe environment and adherence to all company policies and procedures
* Work collaboratively with others within the business as requested
* Additional work as assigned

**Job Competencies:**

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| --- | --- |
| * Adaptability * Decision Making/Problem Solving * Energy * Initiating Action * Customer Focus * Stress Tolerance * Detail- Oriented | * Planning and Organization * Communication * Collaboration * Accountability * Managing Conflict * Work Standards * Managing Work |

**Skill, Knowledge, and Abilities:**

Use conversational, analytical, and observational skills which demonstrate an ability to organize, direct, and lead others. Must have the ability to prioritize tasks and solve problems.

**Requirements: (Education, Experience, Certificates, etc.)**

**Education Requirement:** Associates or bachelor’s degree preferred (business, business logistics, customer service, general studies) or some customer service, business related experience.

**Technology Requirement:** Working knowledge and proficiency in use and management of the Microsoft Office suite. Preferred experience in Profit Tools for Trucking proprietary software, DiscMobile applications and others as identified.

**Personal Characteristic Requirements:**

Possesses and demonstrates integrity, high energy, excellent customer service and communication skills – both verbal and written – at all times. Has excellent time management and ability to strategically plan and execute multiple activities simultaneously. Exhibits great attention to detail and is positive, pleasant, motivated, and dependable with a sense of urgency. Takes an active role in identifying problems and in creating workable solutions.

*This job description indicates, in general, the nature and levels of work, knowledge, skills, abilities and other essential functions expected in the role of a Logistics Coordinator.  It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that may be required.*

International Express Trucking, Inc., is an equal-opportunity employer that supports a drug-free workplace.

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