



Carrier Operations Representative

The Carrier Operations Representative is responsible for the day to day tracking, tracing and operational support which includes exceptional communication. This role supports the Carrier Sales Team ensuring all shipments are managed from start to finish.

Knowledge – Skills – Abilities (minimum)

Education: High School Diploma (required)

Experience: (1+ year of logistics/transportation experience a plus)

- Participating in a fast-paced, high energy workplace
- Building and developing strong relationships
- Understanding urgency and time critical operations
- Phone skill rapport
- Highly motivated, enthusiastic, and self-driven

Technology/Software:

- Microsoft Office Suite – Outlook, Teams, Word, Excel, PowerPoint etc.

Communication:

- Excellent communication skills; written and verbal

Position Responsibilities – Tasks – Deliverables

- Tracks and traces shipments based on carrier assignments and updates internal TMS
- Provides timely and proactive status updates and communicates to sales teams
- Handles moderate in-transit issues to accomplish resolution
- Demonstrates the ability to multi-task and track a high volume of shipments
- Ongoing communication and follow up with internal teams and carriers to provide operational excellence
- Participation in POD collection as required

Key Performance Indicators (KPIs)

- Shipments tracked
- Updates provided per shipment
- PODs collected

Physical Capabilities

Strength:

- Extended time periods in sitting position, in front of computer, on phone using repetitive actions of arms and hands
- Able to speak easily and communicate in person, in writing, and on a telephone for varying lengths of time and in random order

Movement:

- Frequent sitting

Hearing:

- Required to hear others verbal information
- Job is in an open work environment with many distractions

Vision:

- Able to see information as it is provided in variety of formats
- Will need to work using a computer screen for extended time periods

Reports to: Freight Visibility Supervisor

Direct Reports: None

Shift: Day Time Hours ranging between 6am and 6pm

WFH Policy: Hybrid Model – mix of in office and at home schedules

Send Resume to Careers@VPLogistics.com to apply!