



## **Specialized Air & Ocean Account Representative**

The Specialized Air and Ocean Account Representative role is a hybrid position which requires the individual to support both of our customer and carrier clients working quickly and efficiently. In this position it is necessary to be able to work well under pressure in a fast-paced, team-oriented environment while providing quotes to customers, in-transit updates and communication as required, based on customer needs, and is also responsible for developing new and existing carriers in our network.

### **Knowledge – Skills – Abilities (minimum)**

**Education:** Bachelor's Degree (preferred)

**Experience:** (1+ years of experience of the following is preferred)

- Working knowledge and practical experience of the transportation and logistics industry
- Participating in a fast-paced, high energy workplace
- Building and developing strong relationships
- Persuading, motivating, negotiating, and influencing skills
- Understanding urgency and time critical operations to support the needs of the business
- Phone skill rapport
- Highly motivated, enthusiastic, and self-driven

**Technology/Software:**

- Microsoft Office Suite – Outlook, Teams, Word, Excel, PowerPoint etc.
- TMS (Transportation Management Software)
- MacroPoint, Project44

**Communication:**

- Excellent communication skills; written and verbal

### **Position Responsibilities – Tasks – Deliverables**

- Operates as a primary contact for customers and carriers specific to assigned accounts
- Builds and maintains relationships with existing/assigned customer accounts
- Grows current carrier relationships and develops new relationships to support customers
- Negotiates pricing with customers and carriers and makes financial decisions using assigned financial parameter guide regarding customer and company freight spend
- Proactively provide updates and communication to customers on all shipments
- Responds to customer and carrier communications with speed and accuracy
- Accountable to achieve monthly GP\$ targets and grow assigned accounts
- Collects hard copy Proof of Deliveries from carriers immediately upon load completion
- Builds shipments in TMS in accordance with customer specifications
- Covers shipments with carriers in TMS, with accuracy, and provide rate confirmations
- Analyzes and solves issues to arrive at solutions with little oversight from supervisors
- Responsible for accurate and timely billing for all assigned accounts

### **Key Performance Indicators (KPIs)**

- GP % and \$ on accounts managed by the Representative
- Number of Loads entered into TMS on a weekly and monthly basis
- Number of Loads covered and serviced on a weekly and monthly basis

### **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:** Specialized Operations Manager

**Direct Reports:** None

**Shift:** Day Time Hours ranging between 6am and 6pm with the potential for extended hours while remote as the business requires.

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

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