



JARRETT LOGISTICS SYSTEMS, INC.
JOB DESCRIPTION AND SPECIFICATION

Job Title: Assistant Operations Coordinator

Department or Area: Routing Center

Education and Experience Required: High School or Equivalent; 0-1 year

Summary Statement: Under close supervision, utilize phone and computer to route and dispatch shipments in an efficient and expedient manner. Perform well defined administrative and transportation tasks under immediate supervision.

Tasks Performed

- Receive calls from vendors and customer
- Route shipments to and from vendors and customer; seek assistance from management on complex routings
- Maintain high level of customer service
- Assist customer to secure delivery
- Utilize methods and procedures that facilitate achievement of branch goals
- Recommend changes in operational methods and procedures for improvement
- Provide standard reports to customer
- Provide standard reports to supervisor
- Maintain and update computer database
- Assist in resolving customer complaints.
- Save freight dollars for customer through improved routings
- Monitor carrier performance level
- Input freight bills as needed
- Carry pager during off hours as needed
- Other related duties as assigned by management

Knowledge Required

- Knowledge of transportation/logistics industry
- Knowledge of customer, customer product, and distribution of product
- Knowledge of carrier tariffs, discounts, and authorities
- Knowledge of commodities as stated in NMFC guide
- Knowledge of carrier distribution system
- Knowledge of company policies and procedures
- Knowledge of accounting processes

Ability Required

- Ability to establish good organizational skills
- Ability to exhibit effective problem solving skills
- Ability to operate PC efficiently
- Ability to work effectively in team environment
- Ability to work well under pressure
- Ability to communicate effectively
- Ability to utilize carrier route guides