



JARRETT LOGISTICS SYSTEMS, INC.
JOB DESCRIPTION AND SPECIFICATION

Job Title: Logistics Coordinator I

Department or Area: Routing Center

Education and Experience Required: Bachelor's Degree; 1-2 years

Summary Statement: Under general direction utilize phone and computer to route and dispatch shipments in an efficient and expedient manner.

Tasks Performed

- Receive calls from vendors and customer
- Route shipments to and from vendors and customer
- Assist entry level operations personnel in routing complex shipments
- Maintain high level of customer service
- Assist customer to secure delivery
- Utilize methods and procedures that facilitate achievement of branch financial goals
- Recommend changes in operational methods and procedures for improvement
- Provide standard and comprehensive reports to customer
- Provide standard and comprehensive reports to supervisor
- Maintain and update computer database
- Resolve customer complaints
- Save freight dollars for customer through improved routings
- Analyze and improve carrier performance level
- Ensure that carrier past due freight bills are resolved
- 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 exercise independent judgment
- Ability to demonstrate effective decision making skills
- Ability to demonstrate leadership skills
- 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 edit orders
- Ability to expedite shipments
- Ability to work well under pressure
- Ability to communicate effectively
- Ability to perform customer service functions
- Ability to utilize carrier route guides