



Operations Coordinator

Charleston, SC

Key Responsibilities

- Build positive customer relationships and rapport through daily and direct customer contact
- Quote all new and existing business opportunities for multiple transportation modes
- Determine customer requirements and aim to meet and exceed customer expectations
- Effective application and usage of various software and technology
- Match customer load demand with asset capacity and negotiate with asset carriers
- Communicate with dispatch, drivers, and other parties to ensure freight moves in a timely manner
- Manage shipment lifecycle through our transportation management system (TMS)
- Process cargo claims for damaged and lost shipments
- Assist with accounting functions including Accounts Payable and Accounts Receivable

Qualifications and Requirements:

- Strong verbal and written communication skills
- Works well with a diverse group of people
- Excels at managing multiple projects simultaneously
- College degree preferred, but not required
- *Previous work experience, including internships, in logistics or transportation a plus*

Technical Requirements:

- Willingness to master our transportation management system (TMS) and other business systems
- Previous experience in Microsoft Office applications

Key Performance Indicators (KPI)

- Maintain service excellence - retain and grow designated accounts through service excellence and account penetration
- Problem resolution/process improvement
- Proactively monitor shipment lifecycle events
- Obtain all required documentation

Key Benefits

- Competitive salary
- Industry training