

**SUMMARY**

Provides complete support to customers and Sales Managers responsible for a defined customer base.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Receives and carries out instruction.
- Manages customer base, understands customer expectations and provides service that meets or exceeds those expectations.
- Develops and maintains profitable traffic lanes in coordination with various departments within the organization.
- Solicits outbound freight for equipment destined to deliver with the defined customer base.
- Enters available loads with all required information to properly dispatch and pick up the load, create the freight bill and supply the customer with any EDI information required.
- Schedules all loading and unloading appointments so as to meet the customers requirements and to maximize the driver's and the equipment's productivity.
- Traces all shipments while under dispatch from the time the load is picked up until it is delivered.
- Communicates with a Customer Relations Representative for the assigned customer on a daily basis.
- Monitors on time pickup and delivery of booked freight on a daily basis.
- Reviews customer scorecards with a Customer Relations Representative to make any necessary adjustments.
- Maintains the proper trailer pools.
- Travels as needed.
- Performs duties of special projects as needed.
- Maintains regular and predictable attendance.

**KNOWLEDGE, SKILLS AND ABILITIES**

- Ability to read, write, talk and hear.
- Ability to add, subtract, multiply and divide.
- Ability to lift and/or move up to 10 lbs. as required.
- Proficient in the use of a computer and computer programs.

**EDUCATION AND/OR EXPERIENCE**

Bachelor's degree (B.A.) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.

**I have read and understand the functions of the position as defined above.**

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**Employee/Applicant Signature**

\_\_\_\_\_  
**Employee/Applicant's Printed Name**

\_\_\_\_\_  
**Date**

This Job Description is intended to describe the general nature and the level of work being performed by employees assigned to this classification. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

