

Logistics Specialist Job Description

JOB SUMMARY

The overall purpose and objective of the position

The Logistics Specialist is responsible for executing customer vehicle relocation services orders and all supporting business operations. Key activities include customer order management and execution. Communication through email and telephone with staff, Independent Contractors (ICs) and pickup and delivery contacts. Maintaining accurate data in each order tracked in CRM.

This position must function during core business hours and allows for telecommuting in accordance with guidelines.

ESSENTIAL FUNCTIONS

The tasks, duties and responsibilities of the position that are the most important to get the job done

- Manage execution of customer orders
 - Timely coordinate and schedule pickup and delivery of customer vehicles while ensuring customer instructions are precisely followed
 - Ensure orders are efficiently executed through “linking” of multiple orders
 - Oversee accurate and timely completion of additional services including but not limited to vehicle detailing, titling/registration, and vehicle placement into storage
 - Communicate timely by email, telephone and CRM with staff, ICs and pickup and delivery contacts, escalating issues to management as appropriate
 - Update CRM ACTIVITIES and NOTES promptly and maintain accurate data after each telephone call and email communicate to also include uploading photos and scanned documents
 - Create tasks and follow through to maintain accurate time sensitive notes
 - Ensure compliance with policies and procedures
 - Ensure adherence to applicable DOT regulations and Federal, State and Local laws
- In managers absence or through managers direction calculate and offer flat fees on orders by way of emailing the bid sheet to all ICs
- Manage Storage Facility (where applicable)
 - Manage on a daily basis the storage vehicle facility location - numbers of vehicles in and out of the storage facility to customers, detail shops and repair shops using VIN and order verifications

- Checking vehicle in and out
 - Reviewing vehicles and noting damage & issues
 - Taking inventory of any items left in vehicle
- Moving vehicle in and out of lot
 - Bring vehicle into secure lot when Drivers drop them off
 - Bring vehicle out of lot and having them stage for Drivers to pickup
- Inventory
 - Accounting all cars are on the lot
 - Ensuring vehicle are starting and communicating issue to our HQ to have them address before they are reactivated.

ORGANIZATIONAL COMPETENCIES

The behaviors required to be effective in the position

- Adhere to organizational goals and objectives
- Demonstrate open, effective communication and teamwork
- Customer focus
- Act with integrity and professionalism
- Work to maintain quality standards
- Balance client requirements with company policies and operational procedures

JOB COMPETENCIES

The knowledge, skills and abilities for satisfactory performance of the position

- Ability to learn and utilize all systems and equipment and any updates/upgrades.
- Provide outstanding customer service and up to date information to keep customers informed of developments
- Monitor and manage team dashboard and complete tasks to keep orders moving
- Demonstrate the ability to manage time effectively and follow through to completion
- Respond and act confidently, assertively, and decisively while taking responsibility and accountability for position requirements
- This position is on-site

IDEAL REQUIREMENTS

Education:

- High School Diploma

Skills:

- Comfortable working in a fast-paced office environment while multi-tasking, being detail-oriented, and sensitive to communicating accurate information (both verbal and written)
- Manage several concurrent projects with high attention to detail and accuracy
- Enjoy being part of a cooperative and considerate team
- Advanced computer skills

- Possess and demonstrate professionalism, honesty, trustworthiness, respect, courtesy, patience, flexibility, cultural awareness and a sound work ethic

Requirements:

- Valid Driver's License
- Clean Driving record
- Must be able to park vehicle into tight spot

NOTE: The above statements are intended to describe the general nature and level of work being performed by the employees assigned to the classification. They are not intended to be constructed as an exhaustive list to all responsibilities, duties, and skills required of personnel so classified. Management reserves the right to make changes to the scope of assigned duties and responsibilities, without concurrence, whenever it deems the Company's daily business and financial needs make it necessary.