

Job title: Logistics Service Representative (LSR)

Reports to: Director, Logistics

Location: Position located in Fayetteville, AR

Relocation: Some relocation assistance may be provided.

Full-time / Exempt Salaries position

General Description & Expectations:

- Accountable for generating a base level of business within 90 days.
- Maintain a minimum base transaction level of \$12,500 gross margin dollars (must be maintained monthly, calculated on a quarterly basis, going forward) &/or 4 loads per day.
- Work independently to meet RWI daily minimum volume of 4 loads per day/20 loads per week average (Monday through Friday)
- Lead sales effort internally via telemarketing (completing daily cold call sheet)
- Negotiating rates with customer and potential customers
- Meet or exceed margin expectations of 15% per load or greater
- Maintain billing accuracy of 98% or greater
- Customer account management experience
- Processing customer orders
- Dispatch/coordinating between carrier drivers/dispatch and customers on load information
- Confirming rate and credit information prior to dispatch
- Follow company policy for processes and procedures
- Managing demurrage, detention, and other accessorial costs with customer and carrier
- Problem solve driver/carrier issues
- Carrier/customer retention
- Maintain on time Pick-Up and Delivery performance of 97% or better.
- Update/track carrier/driver location information every 4 hrs
- Maintain Carrier profile information
- Act as back up to SLSR (Senior Logistics Service Representatives)

Work experience requirements/Skills:

- Accurate typing skills
- 3 to 6 years of 3rd party logistics brokerage experience with an active book of business.
- Transportation Experience/Knowledge
- Data Entry Experience
- Ability to coordinate high volume phone skills
- Work independently, Great Communicator & customer service skills
- Problem Solving/Investigation
- Computer experience, preferably with AS400/Excel/Word/PC/Miler
- Inside Sales Experience
- Filing/Copying

Education Requirements

Minimum High school diploma or GED, but College Degree Preferred