Job Title: Freight Logistics Broker
Date Issued: 12/16/15
FLSA Status: Exempt

Summary

Our **Freight Logistics Broker** is responsible for managing and developing customer and carrier relationships by prospecting new clients, supporting existing clients, coordinating deliveries and negotiating rates with carriers. This position coordinates the movement of goods and serves as the primary point of contact for any issue that may occur with the load. The Freight Logistics Broker oversees truckload coverage, account management, troubleshooting, and all dispatch functions. The ideal candidate will be an excellent problem solver who can multi-task and excel when working both independently and within a team. This position requires being available by phone some evenings and/or weekends on a rotating shift.

Responsibilities:

- Schedule and dispatch loads while ensuring compliance of Federal, State and location regulations.
- Build relationships with carriers by soliciting capacity of truck and freight, meeting cost/revenue expectations for each customer.
- Create loads, set appointments for broker freight, dispatch, track and trace loads; problem solve issues and resolve/communicate to service customer.
- Solicit new and existing customers for freight.
- Source carriers and negotiate rates.
- Track shipments and provide updates to the customers daily.
- Generate business leads.
- Additional duties as assigned.

Job Requirements:

- High School diploma; Associate degree in transportation management, logistics, business or related field *preferred.*
- 2+ years experience in brokerage and transportation. Dispatch experience highly desired.
- Solid understanding of all federal, state, local laws and DOT regulations pertaining to drivers and the movement of goods.
- Strong telephone skills and excellent written/verbal communication skills.
- Strong negotiation skills with the ability to influence and persuade on multiple levels.
- Ability to create and maintain professional relationships within all levels of the organization (peers, work groups, customers and management).
- Detail oriented with strong organizational, analytical and problem solving skills.
- Strong time management skills and the ability to multi-task in a fast-paced environment.
- Strong customer service skills and excellent follow up practices.
- Strong PC based computer skills with proficiency in Google Docs and Microsoft Office.
- Highly motivated and positive attitude.
- Passion and alignment with our mission, vision & operating principles
- Passion for working in a values based company in alignment with a learning organization.
- Desire to own decisions and take responsibility for outcomes.
- Willingness to continually embrace personal professional development.

- Must be available by phone some evenings and/or weekends on rotating shift.

Competencies

Job Knowledge ● Competent in required job skills and knowledge ● Exhibits ability to learn and apply new skills ● Keeps abreast of current developments ● Requires minimal supervision ● Displays understanding of how job relates to others ● Uses resources effectively	**Problem Solving** ● Identifies problems in a timely manner ● Gathers and analyzes information skillfully ● Develops alternative solutions ● Resolves problems in early stages ● Works well in group problem solving situations
Adaptability ● Adapts to changes in the work environment ● Manages competing demands ● Accepts criticism and feedback ● Changes approach or method to best fit the situation	**Cost Consciousness** ● Conserves organizational resources ● Works within approved budget ● Contributes to profits and revenue ● Develops and implements cost saving measures
Customer Service ● Displays courtesy and sensitivity ● Manages difficult or emotional customer situations ● Meets commitments ● Responds promptly to customer needs	**Sales Skills** ● Achieves sales goals ● Overcomes objections with persuasion and persistence ● Initiates new contacts ● Maintains customer satisfaction ● Maintains records and promptly submits information
Oral Communications ● Speaks clearly and persuasively ● Listens and gets clarification ● Responds well to questions	**Business Ethics** ● Treats people with respect ● Keeps commitments ● Inspires the trust of others ● Works with integrity and ethically ● Upholds organizational values