



Freight Manager

Department: Customer Service
Location: Jenison, MI

Type: Management

Description:

The Freight Manager will manage a team of Customer Service Logistics Technicians with the primary goal of meeting and exceeding customer expectations, providing superior customer service and achieving service and savings goals. Knowledge of the customer base and system capabilities is critical. Strong interpersonal skills that promote team building and associate development are required.

Responsibilities:

- Meet or exceed all customer service requirements.
- Develop and maintain positive customer relationships.
- Communicate effectively with customers, partner vendors and team members.
- Ensure accurate data capture, data integrity and system entry into all customer-related applications.
- Develop and manage effective strategies to ensure the achievement of key metrics and goals.
- Develop and promote a team environment.
- Manage Customer Service team, including scheduling, time tracking, performance feedback, training, mentoring and performance development.
- Proactively utilize data and problem solving skills to resolve internal team, customer service and partner vendor issues and to improve related processes.
- Assist with the implementation of new account start ups.
- Assist with the development and testing of new product offerings.
- Provide support to the on-site teams at customer locations.
- Conduct project work as required.

Skills Required:

- Minimum three to five years experience in logistics, customer service or related field.
- Minimum three years management experience.
- Bachelors degree preferred.
- Superior leadership, planning and organizational skills.
- Ability to work in a multi-tasking, fast-paced environment.
- Excellent interpersonal, communication and problem-solving skills.
- Strong working knowledge of Microsoft Office products required. Familiarity with i2 Transportation Manager application a plus.
- Able to work flexible hours or travel when required.
- PC proficient.