

General Purpose of job:

To ensure quality customer service, financial performance, process efficiency, industry compliance for domestic and international clients through exceptional operations practices.

Essential Duties and Responsibilities:

- Responsible for day to day coordination, execution and tracking of client shipments
- Maintain accurate status updates of shipments including in-transit notifications and estimated time of deliveries
- Complete related documentation (including airway bills, pick-up orders, POAs and manifests) between customers, vendors, forwarders, brokers and government agencies
- Prepare rate quotes
- Gather and enter carrier or government charges (including duties, taxes etc)
- Provide excellent customer service over the phone and via email
- Process vendor charge variances
- Obtain proofs of delivery (POD) on all orders
- Meet KPIs as set by the Operations Department
- Other emergent duties and projects requested in support of ICAT's fast paced environment

Minimum Job Requirements:

- High school education required; college ideal
- 2+ Years of transportation and/or freight forwarding experience
- In depth knowledge of LTL, TL and expedited ground services
- Expertise in the NMFC and density rating
- Hands on ability with rating, routing and major carrier characteristics domestic and/or international
- Functional knowledge of spot quotes, partial TL and volume LTL
- History of providing innovative solutions to customers
- Ability to anticipate and analyze problems, document issues and recommend solutions
- Able to foster accountability and commitment to achieve department goals
- Ability to relate to and successfully interact across a variety of settings and work well with a broad and diverse workforce throughout the organization
- Outstanding communication skills – Excellent verbal and written with an emphasis on listening
- Ability to gain credibility with existing and potential customers
- Extremely well organized; able to handle multiple tasks simultaneously
- Able to plan and effectively set priorities for implementation

Personal Characteristics:

- Strong work ethic with a persistence in pursuit of objectives
- Understands and responds to situations that require a sense of urgency
- Consistent in follow-up and follow-through
- Credible with a high level of personal integrity
- Loyal and dedicated to the success of colleagues and team members
- Optimistic outlook toward all activities, able to transmit this optimism to others
- Will naturally adopt ICAT's core values and seamlessly assimilate into ICAT's culture

Company Overview:

ICAT Logistics' goal is to be the workplace of choice for the best and brightest. The attraction of top talent and hiring of A players is our corporate focus. Our mission of helping all we touch grow begins with our ICAT teammates. We recruit, hire and train based on experience and strengths and often modify a position for the best fit.

Our teammates truly understand our mission and are empowered to find the right solutions for our clients, resulting in the WOW feeling they have come to expect from ICAT. Entrepreneurialism, self-determination, and love of learning are just a few of the characteristics that describe our people. Family atmosphere, personal growth and mutual support are attributes we strive for.

From the first office in Baltimore opened in 1993, ICAT has expanded to 14 offices in the US and to over 100 global affiliate partners. ICAT has won awards and industry accreditations both regionally and nationally. Both financially strong and forward thinking, ICAT is poised for unprecedented growth. **Do you have what it takes to join the ICAT team?**

Supervisory Responsibilities: N/A