



Job Description

Position Title: Logistics Coordinator	Department: Operations
Immediate Manager:	Subordinates: None
Prepared by:	Approved by:
Incumbent:	Date: 2017-09-12

Summary of Responsibilities:

Reporting to the Director of Operations, the incumbent is responsible for coaching the staff and coordinating logistics for his clients. They will deal directly with clients, carriers and various departments within the company. They are required to manage operations effectively and efficiently and to consistently ensure that clients expectations are exceeded. Upon request, they will perform all other tasks related to this position.

Specific Responsibilities:

Operations 80%

- Ensures that all services are delivered according to HITEK's standards, customers' specifications and KPIs.
- Manage the daily inquiry and control a good repartition for department to insure and guaranty efficient service.
- Control daily result of department, and report pending requests
- Report the weekly result of department meeting and make sure the team has a clear rolls.
- Maintain coaching session for the team.
- Control the capacity and manage result with team
- Maintain the update or creation of new process, make sure any process it's shared with team and saved.
- Analyzes customer requests and proposes appropriate solutions.
- Ensures that operations requested by the customer comply with transportation standards.
- Coordinates the customer's credit analysis with the Accounting Department.
- Conducts necessary research with carriers (air, maritime, ground) in order to respond adequately to customer requests and, if necessary, seeks assistance from his team leader.
- Selects carriers (air, maritime or ground) according to customers' needs and specified criteria.



- Prepares proposals for customers based on all their specifications, validates terms and obtains necessary approvals.
 - Follows procedures established by the department.
 - Validates method of payment with the customer.
 - Coordinates logistics/operations in accordance with Incoterms.
 - Handles pick-ups and deliveries according to customers' SOP requirements and conducts audits of internal procedures.

 - Manages daily priorities related to the logistics and operations of his customers' cargo, and ensures all required documents are completed with precision.
 - Processes required shipping documents with a high degree of accuracy. Tracks and traces the customer's cargo and keeps him informed in real-time of the status of his shipment.
 - Suggests solutions when operations problems arise.
 - Complies with the SOP (client's operating procedures).
 - Offers the best solutions to customers and acts in a way that ensures their loyalty.
- Liaises with the different parties. Proactively identifies potential problems and ensures the situations are resolved as quickly as possible, keeping the customer informed and supporting him in finding solutions.

Role and Liaison Other Duties 20%

- Participates in meetings required by the employer.
- Maintains good relations with colleagues and positively contributes to the work climate.
- Ensures SOPs are always up to date and informs CSR of any changes in the SOPs.
- Collects and shares relevant information about customers, work tools, forms and data with all internal parties.
- Complies with company policies and procedures.

Qualifications:

Education/Training:

- Diploma of Vocational Studies (DEP) in related field or equivalent;

Experience:

- 3 to 5 years of experience in a similar position;
- Experience managing freight/cargo
- Good knowledge for ocean and air traffic .
- Experience and solid proficiency in Incoterms (internationally accepted commercial terms defining the



respective roles of buyer and seller in the arrangement of transportation and other responsibilities and clarifying when the risk/liability for the merchandise transfers from seller to buyer);

Knowledge:

- Bilingual (French – English) (verbal and written); (advanced level essential);
- Proficiency in MS-Office suite;
- Minimum knowledge of customs procedures and customs duties (desirable);
- Good geographical knowledge;
- CIFFA training (asset)

Required Skills:

- Focus on customer service;
- Communication skills;
- Ability to manage multiple files simultaneously in a fast-paced environment;
- Ability to work under pressure;
- Organization skills;
- Meeting deadlines;
- Thoroughness;
- Ability to work in a team;
- Professionalism;
- Diplomacy and tact.

Equipment and Specific Conditions:

Equipment:

- Use of computer a big part of the day
- Use of telephone a big part of the day

Conditions Specific to the Position

- Work environment: office
- Protective equipment: None
- Moving heavy loads: None
- Working posture: sitting position most of the time

Interrelations:

Internal:

- Management team
- All employees

External:

- Customers
- Carriers



Contact :

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