

Job Description: Logistics Specialist / Account Manager

The Redden Group, a Plano, TX based third party logistics and brokerage firm, is looking to fill an open Account Manager/ Logistics Specialist position. The Redden Group provides TL, Intermodal, LTL, and warehouse services to manufacturing, chemical, and automotive companies across the US.

Job Title: Logistics Specialist / Account Manager

Job Description / Responsibilities – Day to Day

- Account Management
 - Order entry and scheduling
 - Keep note of account specific processes, procedures, and contacts
 - Use this info to communicate directly with customer, shipper, receiver & carrier
 - Problem resolution
 - Assist customers, carriers, and fellow employees with service issues
 - Build customer, shipper, and receiver profiles for repeat business
 - Customer TMS updates
 - Help develop and maintain strong relationships with customer
 - Procure dedicated carriers for capacity against awarded business
 - Look for process improvement on all existing business
 - Process completed shipments for freight payment
 - Accessorial entry and resolution
- Track and Trace
 - Daily pickup and delivery tracking
 - Driver dispatch
 - Gather driver info and ETAs
 - Timely, accurate TMS updates
 - Reply to customer tracking requests
 - Customer TMS updates
- Brokerage
 - Load coverage across all accounts
 - Rate negotiation
 - Freight tendering
 - Ensure carriers have proper credentials and equipment

Professional Responsibilities

- Maintain strong ethical practices and a commitment to the values and principles of The Redden Group
- Work in a fast-paced environment with the ability to adjust to process changes and workflow as needed
- Exhibit excellent communication skills, both verbal and written, to ensure all customers, internal and external are treated fairly and with respect
- Punctuality and reliability

Experience Needed / Desired:

- 1 -2 Years working in a brokerage environment with emphasis on customer service and dispatch
 - Intermodal experience a plus
- Flexibility to assist with weekly on call duties (after hours dispatch)
- Ability to work independently and within a team
- Basic understanding of Microsoft products (Word, Excel)

Benefits:

- 401(K)
- 401(K) matching
- Health insurance
- Paid time off