

Brenny Transportation Inc – Grand Champions of Customer Service

Position: Transportation Logistics Support – Level 1 (hourly position)

Position Summary: Transportation Logistics Support reports to the Team Lead & General Manager. The Transportation Logistics Support is responsible for arranging shipments via truck & handling all details involved with the coordination of such.

Hours: Part-time to 40 hours between the hours of 7am to 5pm M – F - Time card, no overtime unless approved

Position Duties:

1. Contact Carriers for equipment availability and match loads with available equipment. Negotiate pricing with carrier.
2. Accountable for providing GRAND CHAMPION Customer Service to all Carriers & Customers, including pricing, current loads & delivery information.
3. Ensure information for invoicing and settling carriers is correct.
4. Work closely with Admin Department securing information on qualified Carriers and credit information on current and new Customers.
5. Verify all information on each load with Customer, Carrier, & Driver.
6. Work closely with team members, logistics team, Admin Department as well as Brenny Specialized dispatch, communicating available freight and helping to keep Brenny Specialized trucks loaded.
7. Work closely with Team Leads on loads with Customer credit issues.
8. Work towards achieving and maintaining Company goals. This will be done by each Transportation Logistics Support moving an agreed amount of loads per week/month. As well as dispatching an agreed amount of freight each week/month.
9. Once skills and abilities have been met you will be trained in the techniques of Champion Calling.
10. Attending Company meetings & educational classes & seminars as directed.
11. Other duties as directed by Team Leader, Manager, and Owners.

Knowledge, Skills and Abilities:

- \*Business college or 1-2 years work experience, sales training helpful
- \*Good communication skills
- \*Understanding of the transportation industry
- \*Must be self motivated & innovative – able to work with little supervision
- \*Must be a multi task individual who can easily prioritize task at hand
- \*Excellent Customer Service, phone skills, & data entry – computer skills
- \*Ability to work in a fast paced environment, with many demands! All with a smile on your face!  
A Grand Champion attitude will ensure your success at Brenny!

Position offered to: \_\_\_\_\_ Start date of: \_\_\_\_\_

Offered by: \_\_\_\_\_ On date of: \_\_\_\_\_

Offer accepted by: \_\_\_\_\_ On date of: \_\_\_\_\_