

## JOB DESCRIPTION

**JOB TITLE:** Carrier Solutions Representative  
**DEPARTMENT:** Carrier Solutions  
**PEOPLE LEADER:** Carrier Solutions Manager

**EXEMPTION STATUS:** Exempt  
**EEO-1 STATUS:**

**JOB SUMMARY:** The Carrier Solutions Representative serves as an integral part of our Carrier Solutions Department and work closely with Senior Regional Leads, Regional Leads, and the EASE Logistics Operations team to manage the company's carrier network in their assigned localities.

### ESSENTIAL DUTIES

- Build and foster relationships with carriers within their assigned localities.
- Work as a team to book freight 24+ hours out.
- Follow the EASE Logistics process to identify and solve issues quickly and efficiently.
- Proactively manage workday tasks by answering phone calls and assisting with consistent communication with carriers/account managers.
- Use the established network to offer loads via PNN (Private Notification Network) and Waterfalls.
- Clear, consistent, and professional carrier communication is always a top priority.
- Recruit qualified carriers to work with EASE Logistics.
- Build and maintain relationships with new and existing carriers to effectively support our customers.
- Hold carriers accountable for established KPI's.
- Use carrier scorecards to manage and monitor carrier performance.
- Communicate market conditions that may impact capacity, cost, and service.
- Negotiate and manage contracts, terms, and renewals with carriers.
- Collaborate with carriers and internal teams on continual improvement initiatives.
- Aid in the development of carrier relationships.
- Ensure operations are reviewed by the appropriate party before assigning or leaving for the day.
- Multitask and provide customer service to carriers and customers alike.
- Assist in inbound/outbound phone calls and emails.
- Other duties as assigned.

### PROFESSIONAL

- Ability to adapt and work in a fast-paced environment.
- Build and foster an environment of teamwork, integrity, and leadership.
- Communicate, written and verbal, in a manner that is respectful, professional, and polite.
- Demonstrate efficient time management skills by being punctual and reliable.
- Keep work station clean and free of clutter.

### WORK ENVIRONMENT

- The physical environment requires the employee to work in an open office setting with regulated temperatures, where many people are on the phone for long periods.

**PHYSICAL DEMANDS**

- Sitting or standing at a desk, typing, looking at multiple computer screens, and responding to inbound/outbound phone calls, emails, and instant messages throughout the day.
- Occasionally may need to bend, stand, or lift up to 10 lbs.

**POSITION TYPE AND EXPECTED HOURS OF WORK**

- This position is full-time. Employees typically work Monday-Friday, typical working hours (with an hour lunch), 40+ hours per week, as business demands.
- This role is expected to work outside of typical business hours as business needs dictate.

**TRAVEL**

- This position would require minimal to no travel. Employees may travel to work-related conferences, trainings, events, etc.

**QUALIFICATIONS****Education**

- High School Diploma or GED required.
- A bachelor's degree is preferred.

**Experience**

- A minimum of 3 years of related experience (Bachelor's degree), or
- A minimum of 5 years of related experience (Associate's degree), or
- In lieu of a degree, a minimum of 6 years related experience required.
- Transportation industry experience is a plus.
- Additional related training and certifications will be weighted on a case-by-case basis.

**Knowledge, Skills, & Abilities**

- Energetic, relentless, and thriving on hunting for opportunities.
- Excellent communicator with a great phone presence.
- Constructive problem solver.
- Flexible in work hours and adaptable to changing workload.
- Proficient in Microsoft Office Suite
- Demonstrated leadership skills, with the ability to effectively communicate and collaborate with cross-functional teams.
- Attention to detail, with a focus on accuracy and compliance in a fast-paced, dynamic environment.

**DISCLAIMER:** EASE is a rapidly growing and changing company, responsibilities of this position will continue to adjust as needed to meet business demands. This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee and may change, or new ones may be assigned at any time. Employees will be notified of any additions or changes to responsibilities, duties, or expectations by their direct manager or anyone in a position of authority within EASE Logistics.

**EQUAL OPPORTUNITY:** EASE Logistics Services LLC is an equal opportunity employer. Each applicant and employee will be given full consideration for employment and advancement without regard to race, religion, color, sex, national origin, veteran status, age, or disability.

**EMPLOYMENT AT WILL:** EASE Logistics is an "at-will" employer. "At-will" means that employee or EASE Logistics can end the employment relationship at any time, for any reason, and without cause or notice. Employee and EASE Logistics have not entered any length of employment contract.

**ACKNOWLEDGEMENT:** I have read this job description and fully understand the requirements set forth therein. I understand that this is to be used as a guide and that I will be responsible for performing other duties as assigned. I further understand that this job description does not constitute an employment contract with EASE Logistics.

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Employee Signature

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Date

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Printed Name