

## JOB DESCRIPTION

**JOB TITLE:** Account Manager  
**DEPARTMENT:** Customer Operations  
**PEOPLE LEADER:** Director of Logistics Operations

**EXEMPTION STATUS:** Exempt  
**EE0-1 STATUS:**

**JOB SUMMARY:** The Account Manager is the main point of contact for all accounts in their portfolio. They are responsible for the success and the growth of their accounts by fostering relationships, monitoring the day-to-day operations, mentoring account managers and account reps, and providing key performance indicator reports on stability.

### **ESSENTIAL DUTIES:**

- Foster strong relationships with key accounts, understanding their supply chain intimately.
- Regularly review KPI metrics to drive organizational focus, ensuring customer satisfaction and operational efficiency.
- Organize and lead business reviews, discussing performance, issues, opportunities, and long-term plans.
- Proactively identify and pursue business opportunities, developing supply chain/logistics solutions that deliver immediate and lasting value to clients through daily engagement with existing and potential customers.
- Collaborate with Carrier Solutions and other departments to optimize load bookings, carrier selection, and cost reduction.
- Update Customer Profiles, participate in RFQs, and coordinate customer reviews and meetings.
- Develop and update long-term account plans, ensuring goals and deliverables are met.
- Lead cross-functional teams to develop solutions for new opportunities.
- Negotiate competitive pricing and service level agreements by staying informed on market trends, capacity, seasonality, and leveraging EASE's historical lane data to maximize margins.
- Ensure compliance with load-specific needs such as on-time pickups/deliveries and equipment requirements.
- Address and resolve operational issues, escalating as necessary to the Director of Customer Operations.
- Oversee team performance to ensure all operations are reviewed and assigned appropriately, while maintaining accuracy and timeliness in all system updates and reporting procedures.
- Represent EASE professionally within the industry.
- Other duties as assigned.

### **PROFESSIONAL**

- Ability to adapt and work in a fast-paced environment by remaining flexible and handling change with ease.
- Demonstrate efficient time management skills by being punctual and reliable.
- Build and foster an environment of teamwork, integrity, and leadership.
- Communicate, written and verbal, in a manner that is respectful, professional, and polite.

**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 of time.

**PHYSICAL DEMANDS:**

- Sitting at a desk, typing, looking at multiple computer screens, 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 & EXPECTED HOURS OF WORK**

- This position is full-time. Employees typically work Monday-Friday, 8:00 am – 5:00 pm (with an hour lunch), 40+ hours per week, as business demands. Position is expected to work outside of typical business hours as dictated by business needs.

**TRAVEL**

- This position would require minimal to no travel, less than 5%. Employees may travel on occasion to take a new customer out to an event or dinner if the opportunity presents itself.

**QUALIFICATIONS:****Education**

- High School Diploma or GED is required.

**Experience**

- A minimum of 1-3 years of related experience (bachelor's degree), or
- A minimum of 5 years of related experience (associate degree), or
- In lieu of a degree, a minimum of 6 years related experience required.
- Additional related training and certifications will be weighted on a case-by-case basis.
- Transportation industry is a plus.
- Sales, customer service, and/or negotiation-related talents.

**Knowledge, Skills, & Abilities**

- Energetic, relentless, and thrives on hunting for opportunities.
- Excellent communicator with a great phone presence.
- Productive problem solver.
- Flexible in work hours and adaptable to changing workload.
- An eagerness to learn quickly.
- Ability to remain calm under sometimes stressful situations.
- Ability to multi-task and adapt quickly to different situations.
- 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.

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5725 AVERY RD  
DUBLIN, OH 43016

MAIN: 614-553-7007

**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.