

JOB DESCRIPTION

JOB TITLE: Director of Logistics Operations
DEPARTMENT: Logistics Operations
PEOPLE LEADER: Vice President of CMH Operations

EXEMPTION STATUS: Exempt
EEO-1 STATUS:

JOB SUMMARY: The Director of Operations at EASE Logistics is responsible for overseeing and managing the company's operations department, ensuring operational excellence, high customer satisfaction, and alignment with business objectives. This role involves strategic planning, high-level decision-making, and leadership to drive efficiency and effectiveness in handling customer and carrier relationships, load bookings, and compliance with operational standards.

ESSENTIAL DUTIES

- Will oversee key performance indicators for the department, ensuring goals are met in areas such as customer satisfaction, operational efficiency, and revenue growth.
- Conduct regular performance reviews, identifying areas for improvement and implementing solutions.
- Ensure that all operational activities comply with legal standards and company policies.
- Manage major projects, from development through successful execution, involving cross-departmental collaboration.
- Maintain strong relationships with key customers and carriers, negotiating contracts and resolving high-level issues.
- Oversee customer account management processes to ensure exceptional service delivery and account growth.
- Manage the operations budget, ensuring cost-effectiveness and monitoring financial performance.
- Identify operational risks and implement risk management strategies to mitigate potential impacts on the business.
- Ensure compliance with industry regulations and standards.
- Drive innovation in operational processes through technology integration and process optimization.
- Stay informed about industry trends and advancements to maintain a competitive edge.
- Communicate effectively with other department heads, executive management, and external stakeholders to ensure aligned objectives.
- Represent the company at major industry events and conferences as needed.
- Lead the operations team in managing crises, ensuring rapid response and minimal disruption to services.

LEADERSHIP AND SUPERVISORY RESPONSIBILITIES

- Provide strategic direction and leadership to various verticals of the operations teams and adjacent teams as business demands.
- Develop and implement operational strategies that enhance productivity, efficiency, and profitability.
- Mentor and develop team members, fostering a culture of continuous improvement and professional growth.
- Manage hiring, training, and retention strategies for the operations team.

ADDRESS:	EASE LOGISTICS 5725 AVERY RD DUBLIN, OH 43016
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MAIN:	614-553-7007
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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. *Employees may travel on occasion to take a new customer out to an event or dinner if the opportunity presents itself.*

QUALIFICATIONSEducation

- Bachelor's degree in Business Administration, Logistics, Supply Chain Management, or a related field. Master's degree preferred.

Experience

- Minimum of 8-10 years of experience in a logistics or supply chain management role, with at least 4 years in a senior management or leadership position.

Knowledge, Skills, & Abilities

- Strong leadership capabilities
- Strategical thinking
- Excellent communication skills
- Proficiency in industry-specific software and technology.

DISCLAIMER: This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice.

Employees will be notified of any additions or changes to activities, responsibilities, duties or expectations by their direct supervisor or anyone in a position of authority within EASE Logistics.

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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.