

JOB DESCRIPTION

JOB TITLE: Carrier Solutions Manager
DEPARTMENT: Carrier Solutions
PEOPLE LEADER: Director of Carrier Solutions

EXEMPTION STATUS: Exempt
EEO-1 STATUS:

JOB SUMMARY: The Carrier Solutions Manager is responsible for overseeing the Carrier Solutions team and ensuring they are given proper direction and awareness of our department goals. They are also responsible for aligning the department with Logistics Operations and Business Operations.

ESSENTIAL DUTIES

- Manage the development and growth of our carrier boards.
- Maintain a high level of communication through all operations to ensure Carrier Solutions is aligned with all departments.
- Manage (maintain/track) teams KPI's, key performance indicators (KPIs), and goals.
- Maintain steady/increased growth rates by working with the Business Solutions team.
- Work directly with National Capacity Manager to identify and successfully address all capacity-related needs for specialized equipment.
- Manage all carrier concerns.
- Work on large-scale projects by coordinating with Directors and the Executive team.
- Work with carrier database to prebook loads 24+ hours.
- Work with the Leadership teams to develop, implement, and track KPIs for all Carrier Solutions employees.
- Mentor and build trusting relationships with regional/local reps to deepen their EASE Logistics and industry knowledge.
- Establish cross-training schedules for all personnel in the Carrier Solutions department.
- Recruit qualified carriers to work with EASE Logistics.
- Build and maintain relationships with new and existing carriers to effectively support our customers.
- Establish, manage, and monitor carrier KPIs.
- Monitor carrier performance utilizing carrier scorecards.
- Act as the escalation point for carriers and internal teams to resolve service and operational issues.
- Communicate market conditions that may impact capacity,
- Any other duties as assigned.

LEADERSHIP AND SUPERVISORY RESPONSIBILITIES

- All Carrier Solutions Representatives.
- Provide consistent leadership, mentorship, coaching and collaboration for team members and cross-functional teams.
- Oversee and assist with the onboarding and development of new team members.
- Demonstrate commitment to EASE's policies, procedures, and culture through accountability, leading by example, and setting clear expectations.
- Actively participate in leadership training, meetings, performance evaluations, compliance initiatives, industry events, conferences, and networking opportunities.

ADDRESS:	EASE LOGISTICS 5725 AVERY RD DUBLIN, OH 43016
MAIN:	614-553-7007

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.
- Additional related training and certifications will be weighted on a case-by-case basis.

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.

Knowledge, Skills, & Abilities

- Energetic, relentless, and thriving on hunting for opportunities.
- Excellent communicator with a great phone presence.
- Flexible in work hours and adaptable to changing workload.
- Ability to remain calm under sometimes stressful situations.
- Ability to adapt quickly to different situations and multitask.
- Strong analytical skills.
- Problem-solving skills.
- Strong interpersonal skills such as team spirit, negotiation, collaboration, and conflict resolution.
- Ability to explain complex technical terms and processes in a non-technical manner.

ADDRESS:	EASE LOGISTICS 5725 AVERY RD DUBLIN, OH 43016
MAIN:	614-553-7007

- Ability to explain complex business terms, concepts, or processes to non-business department team members.
- Excellent written and verbal communication.
- Strong organizational skills and ability to perform multiple tasks simultaneously.
- Ability to work collectively with teams of diverse cultural backgrounds.
- Proven ability to understand user, business, and technical needs.
- Availability to work a flexible schedule, as needed.
- Proficient in Microsoft Office Suite

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.

\