

Position: Operations Coordinator – Columbus, Ohio

Post Date: Company: Wen-Parker Logistics (WPL)

Compensation: Not given Contact: info@wen-parker.com

Job Type: Full Time Phone: n/a

Education: High School / GED Fax: n/a

Experience: 2-5 years

Travel: Negligible

Reference:



Wen-Parker Logistics is a privately held freight forwarding and global supply chain provider established in 1997. At Wen-Parker Logistics our mission is to provide leading edge global supply chain solutions that deliver value, innovation and world-class service. We strive to operate as a true business partner with each of our clients to maximize the performance and efficiency of their individual supply chains while providing an overall customer service experience that is second to none.

Our global supply chain services include: air and ocean freight forwarding and consolidation, customs brokerage, trucking and ground transportation, warehousing and distribution, purchase order management and a comprehensive menu of value added supply chain services and solutions.

Wen-Parker Logistics is currently seeking a customer service focused Operations Coordinator to add to our existing team in Columbus, Ohio. We are looking for talented logistics professionals who thrive in a fast paced office environment, enjoy challenge and take great care and pride in not just their work but also their daily interactions with both clients and other team members.

Wen-Parker Logistics offers a competitive salary with a full benefits package (that is 100% company paid for employees) including medical, dental, prescription drug, vision and life insurance coverage as well as a 401K Plan with a generous company match, paid time off and participation in an annual employee profit sharing or bonus plan.

Wen-Parker Logistics is an Equal Opportunity Employer.

Duties and Responsibilities Including But Not Limited To:

- A-Z shipment handling with minimal supervision for both air and ocean and both import and export (emphasis on import)
- Research and gather information from all available sources and be able to make quick, informed and rational decisions
- Daily coordination of freight movement and processing of related documentation (including data entry into TMS system)
- Interact, communicate, coordinate and negotiate with carriers, vendors and other third parties effectively and confidently
- Daily correspondence with overseas offices and agent partners via e-mail and phone
- Conduct shipment level analysis to determine optimal routings and carrier choice to meet transit requirement
- Interpret and understand basic financial data for purposes of shipment level profitability analysis
- Perform all aspects of customer service at exceptional levels
- Review shipping documents for accuracy and compliance
- Trouble shooting and problem resolution
- Monitor and track freight movement, update shipment status and intervene and take action when needed to meet customer transit requirements
- Respond to customer and internal enquires timely and follow up to ensure issue resolution and customer satisfaction
- Ensure adherence to customer SOPs, government regulations and company standards and procedures
- Prepare and review routine reports
- Billing and related shipment level accounting tasks
- Perform other duties related to position as assigned

Job Requirements

- Must be US citizen or Green Card holder *No visa assistance or sponsorship available
- High school diploma or GED required / college degree in related discipline preferred
- Fluency in English (verbal and written) *additional fluency in other languages a plus
- Positive attitude and the desire to learn new things
- Must be punctual and reliable

Knowledge and Skills

- Detailed product knowledge for air, ocean and trucking
- Ability to work and thrive in a fast-paced and deadline-driven office environment
- Ability to work independently as well as part of a team
- Exceptional customer service skills and meticulous follow up
- Proficiency in Microsoft Office applications (Word, Excel and Outlook) and using the internet for professional application
- Ability to multi-task, prioritize and manage time efficiently
- Knowledge and understanding of INCOTERMS and CBP and freight forwarding terminology
- Knowledge of US and world geography
- Must be organized, detail oriented, thorough, accurate and have the ability to quickly and efficiently identify and solve problems