

POSITION: Carrier Procurement Representative
COMPANY: PartnerShip
LOCATION: Westlake, OH 44145

POSITION SUMMARY:

The Carrier Procurement Representative is responsible for ensuring all aspects of the Company's truckload (TL) processes are operating at maximum potential, and full truckload shipments are being covered for customers. Under the direction of the Truckload Brokerage Manager the representative will negotiate, quote, price and execute movement of truckloads, flatbed loads and specialized transport loads while supporting the development and maintenance of carrier relationships which are critical in providing superior coverage experiences with customers and driving growth of the TL operations.

ESSENTIAL FUNCTIONS:

- Responsible for carrier selection and load tendering for every truckload shipment not covered using automated means.
- Contact carriers for shipments received to negotiate coverage at the appropriate profit margin within the time allotted for the final pick up time of the load.
- Handles extensive rate negotiation with carriers on a daily basis while maintaining margin requirements to ensure maximum profitability for company.
- Ensures selected carriers have proper operating authority, insurance, safety requirements – maintain proper paperwork.
- Makes outbound sales call daily to carriers to find capacity, negotiate rates and secure trucks.
- Manage detention and negotiate accessorial costs with carrier.
- Set final pickup and delivery appointments, document order comments, and communicate and follow-up via telephone to ensure the carrier performance meets the customer expectations.
- Optimize all operational processes within PartnerShip to ensure maximum efficiency and customer satisfaction.
- Provide follow up communication to customers, customer service and sales, and other departments as needed to communicate rationale for rate quotes for truckload shipments when necessary.
- Coordinate and communicate requirements and/or outcomes to various stakeholders throughout the business including customers, sales, management, etc.
- Provide process guidance to customer service and sales representatives.
- Schedule pick-up and delivery appointment times.
- Confirm that carriers are making pickups as scheduled.
- Build carrier relationships: Via phone, posting services (DAT, Internet Truckstop, etc.) and any other methods as needed.
- Abide by company's strict on-boarding carrier process.
- Contact insurance companies to acquire certificate of liability forms with PS as holder.
- Maintain communications with sales and the customer regarding issues with a pick up or delivery as needed.
- Communicate customer problems, leads, and inquiries to the sales representatives.

- Properly document quotes in system.
- Dispatch drivers.
- Track/trace shipments to ensure pickup/delivery.
Aid in P.O.D. retrieval.
- Manage daily loads to proactively address any issues with shipments while in transit.
- Confirm data in system matches to what carriers report after pickup.

EXPERIENCE, KNOWLEDGE AND SKILLS:

Required:

- High School diploma or equivalent.
- One year experience in transportation brokerage or a logistics-related position.
- Proficient in Microsoft Office Suite and web-based tools, i.e. Internet Explorer, corporate websites, shipping websites, etc.
- Some knowledge of the transportation industry.
- Excellent customer service and interpersonal skills
- Ability to negotiate load rates with vendors and customers.
- Good time management and organizational skills with a strong attention to detail and the ability to handle multiple projects simultaneously.
- Clear, effective, professional written and oral communication skills.
- Ability to work independently, yet function as a team player.
- Ability to work over 40 hours per week as required

Desired:

- Bachelor's degree in a business related field preferred.

CONTACT WITH OTHERS:

PartnerShip's Truckload Brokerage Manager, Senior Account Managers, Account Managers, Customer Service Representatives and Revenue Services & Quality Assurance Department.

SUPERVISION:

None

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.