



Logistics Coordinator

PROGRESSION OF SUPERVISORS: Logistics and Customer Fulfillment Manager, Senior Manager of Logistics Maintenance and Safety, CEO, Vice President, President, CEO

JOB SUMMARY: The Logistics Coordinator will plan and coordinate inbound and outbound shipments. This role will be responsible for finding the most cost-effective options while meeting the customer's needs. The Logistics Coordinator will also execute other various departmental functions within the Logistics office. Support Four Star Greenhouse's Mission Statement in all job-related functions.

ESSENTIAL FUNCTIONS:

1. Plan and route all orders to meet cost effectiveness goals while meeting Customer Service needs.
2. Coordinate commercial load paperwork/assignments for Four Star drivers and Brokers accurately and timely so the drivers can meet load departure times.
3. Work within Four Star Greenhouse's ERP system to update or verify order information with a high degree of accuracy.
4. Assign Four Star drivers to loads and coordinate contract driver assignments with third party logistics partners (NET, Nolan, TQL, etc.) so that all loads are assigned and can be completed as scheduled.
5. Generate weekly truck routing reports and monitor to ensure accuracy.
6. Coordinate Canadian shipments, implementing solutions when presented with operational delays and custom related issues. Maintain accurate records for Canadian shipments to satisfy Michigan Department of Agriculture requirements. Advise Logistics Supervisor of all associated problems.
7. Assist in scanning of various documents and related paperwork including receipt of payments via cash, check or credit card.
8. Accurately process shipping documentation and other administrative tasks as required.
9. Identify and resolve customer concerns in a timely manner.
10. Accountable for accurately tracking, tracing, and expediting shipments.
11. Assist in other areas in the logistics office as needed.

INDIVIDUAL ATTRIBUTE IDEALS:

1. Act with Integrity – doing the right thing with honor, even when no one is looking or the consequences are costly, focused on what's best for our company and customers.
2. Model Humble Confidence and Courageous Character – maintain a positive attitude with a foundation of humility and empathy while acting with clarity of vision, strength, and confidence.
3. Relate Authentically – connect with others, listen to understand, communicate with unwavering candor, honesty, discretion, and respect for all.
4. Operate Transparently – be proactively open and honest, lead by offering complete visibility into successes, failures and challenges that are encountered each day.
5. Embody Teamwork – embrace and foster a collaborative culture, share ideas, engage in constructive debate, give, and expect mutual support, celebrate wins together.
6. Exemplify Accountability – measure yourself by the highest standards of integrity, responsibility, and performance, as if you are the Owner of Four Star.
7. Innovate Relentlessly – welcome change, make time to learn, think differently, try out new ideas, take risks, learn from mistakes, simplify complexity, be persistent, find ways to make something better, today!



ESSENTIAL SKILLS:

1. Demonstrate more than a basic knowledge of computers and applications including Word, Outlook, & Excel
2. Demonstrate the ability to quickly learn and adapt to new computer systems, company specific computer programs and other new technology.
3. Accurately operate office equipment (phone; fax; copier; scanner; etc.) as needed to perform essential functions.
4. Demonstrate excellent phone skills. Plan your call, in advance, with established goals.
5. Appropriately acknowledge challenges and successfully resolve conflicts as needed with both internal and external customers.
6. Earn and maintain the trust and respect of all employees, co-workers, and customers.

ESSENTIAL WORK HABITS:

1. Establish priorities, work independently, and accomplish objectives with minimal supervision.
2. Adjust schedule seasonally as needed IE- willing to work more or less hours depending on the needs of the department.
3. Report to work as scheduled, maintaining a level of absences that results in minimal departmental disruption and minimal unfair burden on other employees.
4. Demonstrate a positive and cooperative attitude with all employees and across all departments.
5. Ensure that all work areas are kept clean, neat, and organized.
6. Communicate effectively with supervisors, employees, vendors, and customers resulting in positive morale and minimal conflict.
7. Present a consistent level of professionalism when interacting with customers.
8. Handle stress and pressures of the job without causing undue tension and disruption.
9. Actively contribute to the continued success of the company by expressing new ideas that can result in increased sales, lower costs, improved profits, and improved efficiency.
10. Demonstrates discretion with confidential information.
11. Maintain high attention to detail in all job-related activities.

QUALIFICATIONS:

1. Desired 2+ years of experience in transportation and/or customer service.
2. Desired 2+ years of experience routing and load planning.
3. Experience working in a Team oriented environment.

ADDITIONAL RESPONSIBILITIES:

1. Other duties as assigned.
2. Assist as needed at Four Star events.

PHYSICAL ASPECTS:

1. Bulk of job is spent at a desk utilizing a computer and/or telephone
2. Employee may be exposed to the sun &/or high intensity lights
3. Employee may be exposed to temperatures that can be 10-20 degrees above outside temperature seasonally