



**Position Title:** Logistics Coordinator

**About us:**

Founded in 2007, American Global Logistics delivers customized logistics solutions that empower businesses to solve their biggest supply chain challenges. Our proprietary cloud-based technology offers unprecedented visibility and control throughout the supply chain, while our end-to-end logistics solutions help us provide a greater depth of service to global enterprises.

Accountability is at the heart of everything we do. We take the time to learn our customers' businesses, design and implement software and solutions to meet their needs, and work with them day in and out to measure success. Recognized as one of *Fortune Magazine's* "Top 50 Great Places to Work," our commitment to those we serve extends to our colleagues and communities as well.

**Position Location:** Charlotte, NC or Martinsville, VA

**Position Summary:** The logistics coordinator (LC) is responsible for providing customers with top-tier customer service. This is achieved through the utilization of track and trace software, online tracking functionality, and stringent carrier selection processes. As our customer's dedicated resource, the logistics coordinator is accountable for escalating and reporting any and all issues directly to the operations manager for resolution. Additionally, responsibilities include the management of all operating facets for a given account including accounts payable, receivables, operations, agents, and other vendors.

**Essential Duties and Responsibilities:**

- Review, check, and update client bookings
- Review and maintain the client's database
- Track and trace client bookings
- Operate as front line of communication for designated clients
- Provide top-tier customer service to external and internal clients
- Coordinate and submit payments for client's bookings
- Work internally with AGL's brokerage and operations support teams

**Competencies:**

- Strong problem solving & reasoning abilities
- Excellent customer service skills
- Strong Microsoft excel knowledge
- Detailed, accurate and efficient
- Verbal & written communication
- Dependability and initiative
- Professionalism

**Qualifications:**

***Education & Experience***

- High School Diploma
- 2 years of customer service experience
- Logistics or supply chain experience a plus



***Language Ability***

- Ability to effectively present information in one-on-one and small group situations to customers and other AGL employees

**Reasoning Ability**

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**Computer Skills**

- Microsoft Office (Word, Excel, PowerPoint, Access, Publisher, Outlook, Internet Explorer)

**Supervisory Responsibilities**

- None

**Work Environment and Physical Demands**

- This job operates in a professional office environment. This role routinely uses standard office equipment such as laptop computers, smartphones, photocopiers and filing cabinets.
- This is largely a sedentary role; however, the employee is frequently required to stand; walk; and reach with hands and arms.

**How to Apply:**

To apply please send your resume and cover letter to [careers@americangloballogistics.com](mailto:careers@americangloballogistics.com)