

DIRECTOR OF GLOBAL LOGISTICS

(Freight Forwarder and Customs Broker)

Baltimore, MD 21230 (Locust Point, McHenry Row)

When the freight market exploded, Shapiro relied on our expertise, adaptability, and **one another!** In a world facing new challenges, a nimble but steady ship is more important than ever.

Is there a seat on our boat for you?

Shapiro is not your grandpa's shipping company. We've been solving international freight puzzles for 106-years but continue to evolve. We are proud to be a woman-owned company and named as a Best Place to Work!

Shapiro's Director of Global Logistics will be our leader over all import/export freight forwarding initiatives and transportation operations with a focus on employee development and customer service.

Responsibilities include being the public face of Shapiro's freight forwarding team of experts and sharing your knowledge.

Only Shapiro has the experienced and personable staff that truly cares and commits to proactively achieving our customers' business goals. We are an extension of our clients' strategies, ambitions, and objectives. **How does your cargo move?**

Shapiro has a strong track record of transparency, developing employees, and investing in our environment such as work-from-home technology and systems upgrades.

A Maryland-area employee is sought, but we're flexible for this role. For candidates outside of the immediate area, we can designate you as a telecommuter for MD, VA, PA, NJ, SC, NC, NY, FL, and GA.

TYPICAL DUTIES

- Strategizes with VP and executive team to continually develop and measure the success of our transportation process with primary emphasis on revenue, retention, and remarketing successes.
- Contributes and collaborates on forwarding initiatives and agent partnerships.
- Mentors transportation management team to create a culture consistent with that of Shapiro's mission and brand.
- Supports implementation and creates standards; ensures department is meeting deliverables. Analyzes monthly statistics and makes recommendations.
- Maintains a strategic eye on the industry; provides intel to the organization.
- Creates content for company communications.

- Makes recommendations for technology and/or process improvement. Evaluates and promotes customer-facing technology tools (for all modes).
- Sets excellent training standards and plans.
- Regularly assists Sales in procurement of new business.
- Serves as the commercial face of Shapiro for several Top-10 accounts.
- Ensures proactive rate and market information is presented to customers timely.

SKILLS

Excellent written and verbal communication skills. Ability to generate creative solutions and problem-solve. Project management skills to handle a variety of initiatives. Ability to utilize current tech tools to increase efficiency and design innovative solutions.

- Expert-level knowledge of import forwarding, foreign agent relationships, export operations, and other transportation facets such as domestic trucking, warehousing, and pricing.
- Metrics/statistics background in freight forwarding.
- Process minded about all modes of transportation.
- Knowledge of TSA, FMC, and other transportation regulations.
- Aptitude to learn Shapiro computer systems; focused on the import, export, and accounting applications.
- Strong leadership and management skills.
- Very strong computer/tech skills (Excel, Office, proprietary databases).
- Critical thinker. Must be flexible, organized, detail-oriented, and team-oriented.
- Ability to effectively communicate with a variety of contacts, vendors, and departments required (internal and external customers).
- Experience quoting clients, vendor management, and customer interaction.
- Ability to work as an effective member of an executive team across departments.
- Ability to handle various tasks simultaneously under high pressure and within demanding time constraints. Reliable. Punctual. Organized.

EDUCATION AND EXPERIENCE

- Minimum of ten (10) years' experience in international freight forwarding
- BA/BS preferred

ABOUT SHAPIRO

Samuel Shapiro & Company, Inc., a third-generation family-owned business founded in 1915, provides creative and flexible logistics services. With worldwide strategic alliances, Shapiro is the supply chain partner that delivers customized, compliant, and reliable solutions to address our customers' specific import and export needs.

CONTACT US: Rich Lucas, Corporate Recruiter rich@shapiro.com