

Domestic Specialist

(INTERNATIONAL LOGISTICS – GLOBAL SUPPLY CHAIN)

Baltimore, MD 21230 (Locust Point, McHenry Row)

“Truckin', got your chips cashed in?”

*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?

At Shapiro, our Domestic Specialist will be the main point of contact for daily transactions for the company's complex domestic transportation customers. You will serve as the primary contact for these customers, our domestic vendors, and resolve domestic issues for import customs brokerage & our global logistics group (forwarders).

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!

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?***

***Telecommute:** For candidates outside of the immediate MD area, we will designate you as a telecommuter to work from home in far MD, NJ, PA, NY, SC, NC, or GA. For Baltimore residents: Our branch is located in Baltimore, MD (Locust Point) and hybrid work will be required (2-3 days per week in the office) in the near future.

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

Responsibilities include:

- Manage the tracking and delivery for a specific set of accounts.
- Track cargo with the carriers, piers, and rails.
- Issue delivery orders to the truckers for their perspective accounts.
- Ensure timely delivery of shipments, communicating any issues to the customer.
- Manage shipments from the Domestic Virtual Bin.
- Build relationships with the truckers/truck brokers for assigned accounts.
- Bill the shipments according to the quotes/rate sheets both timely and accurately.
- Follow the SOP for delivery for each assigned customer.
- Routinely select and manage domestic carriers for a specific book of business.
- Evaluate and monitor domestic carrier performance.
- Negotiate favorable pricing with domestic carriers and evaluate options.
- Serve as the primary point of contact for domestic transportation issues/questions/quotes for a specific book of business.

- Communicate updates related to transportation issues internally and externally.
- Notify operations/insurance desk if there is any damage to shipments.

SKILLS

- Professional behavior: Represents the company in a reputable, ethical, businesslike manner; complies with operating procedures and requirements.
- Ability to remain engaged and focused. Excellent written and verbal communication skills. Ability to generate creative solutions and/or problem-solve. Know the process and then think outside of the box.
- Project management skills to handle a variety of customers on your desk. Ability to utilize current tech tools to increase efficiency and innovate solutions.
- Strong computer/tech skills (Excel, Office, proprietary databases).
- Must be resourceful, flexible, organized, detail-oriented, and team-oriented.
- Ability to effectively communicate with a variety of contacts, vendors, and departments required (internal and external customers).
- Reliable. Punctual. Organized.
- Discipline to implement and follow Standard Operating Procedures.
- Team player able to build trust and prove dependability.
- Critical thinker. Aptitude to be cross-trained and contribute.
- Ability to handle various tasks simultaneously under high pressure and within demanding time constraints.

EDUCATION AND EXPERIENCE

- Minimum of two (2) years of industry-related domestic transportation experience including negotiations with carriers, quotation, classifying freight for LTL domestics moves, and break-bulk.
- Strong customer service background required.
- Domestic experience with over-dimensional and project cargo a plus. Exposure to domestic, warehousing and distribution a plus.
- Educational background in Operations Management, Supply Chain, or International Business (or internship experience) preferred.
- 1+ years' experience with PC, including Microsoft Office, databases, software, web-based applications, and vendor's systems.
- 1+ years of experience with PGA (FDA, USDA, FCC, DOT) preferred.

ABOUT SHAPIRO

Shapiro is a third-generation family-owned international shipping and logistics business, founded in 1915. For over a century, Samuel Shapiro & Company, Inc. has provided full door-to-door capabilities and proudly serves as a one-stop-shop for Customs brokerage and international freight forwarding services. It's simple – We Deliver. Problem Solved.

Please send all resumes via email to: Rich Lucas, Corporate Recruiter / Talent Advisor
rich@shapiro.com