

Domestic Transportation Manager

(GLOBAL SUPPLY CHAIN – CUSTOMS BROKERAGE & FORWARDING)

Baltimore, MD 21230 (Locust Point, McHenry Row)

At Shapiro, our **Domestic Transportation Manager** will manage the team responsible for our complex transportation customers. You will also serve as the elevation contact for these customers, as well as a primary resource for both the selection of domestic vendors and domestic transportation design.

A great leader once said, "...my firm belief that the only things we have to fear are...erratic trucking rates, driver shortages, demurrage, and missing chassis!"

Shapiro's DTM will also serve as the watchdog, cheerleader, mentor, and builder for the department. We seek old fashioned customer service, progressive out-of-the-box thinking, and a proactiveness to solve our domestic transportation challenges.

In a world facing new challenges, a nimble but steady ride **over the road** is more important than ever. Is there a seat for you? Want a career, not a job?

In a modern era where expertise is often devalued, Shapiro stands strong at 105-years old. We're so compliant that US Customs learns from us!

Our headquarters was named a Best Place to Work (again) and Shapiro is not your grandpa's shipping company. We have a track record of transparency, developing employees, and investing in our environment like office space and now...work-from-home technology.

JOB DESCRIPTION

Responsibilities include:

- Regularly evaluate operational business needs and adjust carrier strategy to support the company's volume requirements; provide evaluation to management.
- Ensure that Shapiro has critical mass of potential vendors covering logical markets for us with truckers that meet our compliance standards.
- Link rate and service data between trucking partners and our Pricing and Domestic Departments.
- Regularly evaluate carrier base to ensure that there is an adequate selection of fully vetted, reputable, competitively priced, carriers in our Domestic Directory.
- Manage quote to routing comparison and make actionable recommendations as needed to ensure that vendor quote selection and routing selection are aligned.
- Ensure competitive rates with approved vendors are available to our Pricing and Operations departments; Ensure carrier capacity aligns with these elements.

- In conjunction with other company managers, ensure a scalable feedback loop is created to connect quote/rate realities with service realities; provide strategic recommendations for adjustments to carrier quote/routing approach as such.
- Maintain carrier relationships and develop new ones as needed.
- Create a manageable and meaningful domestic vendor scorecard.
- Create SOPs as needed for domestic implementations.
- Own domestic project bids and ensure that an SOP is developed to support the business.
- Own special projects including project cargo, warehouse transfers and other unique/special cargo bids.
- Negotiate favorable pricing with domestic carriers and warehouses.
- Maintain domestic directory, to include carrier expectation agreements and insurance certificates/verification.

SKILLS

- Proficient knowledge of import, export and transportation related to customs brokerage, freight forwarding, and customer side trucking & warehousing.
- 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

- Prefer a minimum of five (5) years of industry-related domestic transportation experience including negotiations with carriers, quotation, classifying freight for LTL domestics moves, drayage moves, break-bulk, warehousing, & supervising a staff. 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.

CONTACT US!

Please send all resumes via email to:

Rich Lucas, Corporate Recruiter / Talent Acquisition
rich@shapiro.com