

## Transport Client Relations Specialist

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### Position Classification

**Department:** Transportation

**Compensation Structure:** Non-Exempt / Monthly Incentive Plan

**Level:** 3

**Reports To:** Transportation Team Leader

### Summary/Objective

The primary responsibility of the Transportation Client Relations Specialist is to generate additional business from our existing transportation clients. This role will be an integral part of our transportation department hitting our growth goals moving forward.

### Essential Functions

- Generate additional transportation moves from existing clients
- Work collaboratively with clients and dispatchers to facilitate the movement of clients' vehicles
- Responsible for tracking all contacts made with clients
- Use Location Services' pricing tool to effectively price and book business
- Update systems of record accurately with concise and relevant details
- Generate business off 3<sup>rd</sup> party load board sites
- Intake client quote requests, provide quotes to clients, book business based off of quotes
- Report any operational issues, providing details to the Team Leader for review
- Intake load board calls and notify applicable teams/individuals
- Adhere to all aspects of regulatory compliance, client specific requirements, and SLAs
- Serve as key point of contact for designated clients or markets and help build mutually beneficial relationships with Location Services' client partners
- Support management in ongoing initiatives as assigned

### Competencies

- Ethical conduct
- Sales
- Communication proficiency
- Organizational skills
- Time management
- Excellent verbal communication
- Excellent time-management skills

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### Position Type/Expected Hours of Work

This is a full-time position. Days and hours of work are variable and based on business need. Evening and weekend work may be required as job duties demand.

### Education and Experience

- High school diploma or GED required
- Bachelor's degree or higher, in business related field, preferred
- 2 years in inside sales or call center role preferred

### AAP/EEO Statement

Location Services provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics. In addition to federal law requirements, Location Services complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities.

### Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.