

# SUMMARY POSITION DESCRIPTION

**Position:** Coordinator  
**Reports to:** Assistant Manager /Manager  
**Ref#:** ASC035  
**Grade:** Support

**Department:** SCOA Logistics Department  
**Incumbent:** N/A  
**FLSA Status:** Non-Exempt

**Summary of Position:** Coordinating logistics arrangements and customer support

- **Essential Duties and Responsibilities (other duties may be assigned)**
  - Coordinate and expedite the delivery of material in the most efficient and cost-effective manner for all transport modes
  - Communicate with our customers and promptly respond with the latest updates on their shipment
  - Arrange import /export clearance and tariff classification for customs house brokers / forwarders / NVOCC / consolidators / carriers
  - Knowledge of routing material according to customer's request (may include drayage, trans-load/warehouse, etc.)
  - Direct communication and follow-up with subcontractors to understand SGL's handling requirements
  - Investigate, resolve, and document any shipment discrepancies, analyze and suggest improvements
  - Gather vendor invoices and verify charges in order to schedule payment
  - Quote rates and calculate costs of goods to be moved based on weight, volume, and transit mode/distance
  - Evaluate and process insurance claims if required
  - Other duties assigned as needed
  
- **Supervisory responsibilities:**  
N/A
  
- **Qualifications**
  - Demonstrated knowledge of SAP/OPUS, claims, supply chains, Customs & Border Protection (CBP) and compliance, Federal Maritime Commission (FMC), Partnered Government Agencies (PGA)
  - Requires in-depth knowledge of the supply chain/logistics processes and current best practices
  - Excellent oral and written communication skills, including detailed reporting abilities.

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- **Education and Experience**
  - Associates' Degree in Business or Supply Chain Management or related field required
  - A minimum of 5 years' import/export experience in the logistics field
  
- **Additional Skills and Abilities**

<b>Skills/Abilities</b>	Highly organized, excellent problem-solving skills, superior follow-up skills
<b>Computer Proficiency</b>	Must be proficient in Microsoft Office, at least intermediary level, experience using SAP a plus
<b>Language skills</b>	Secondary language a plus
<b>Mathematical skills</b>	Superior math skills, including conversions
<b>Reasoning ability</b>	Ability to analyze different problems and find solutions
<b>Certificates, Licenses, Registrations</b>	HAZMAT certification a plus, TWIC card

- **Physical Demands/Work Environment**

<b>Physical Demands</b>	<b>Work Environment</b>
Sitting for long periods	Office Environment
Ability to travel domestically	