

MacMillan-Piper Inc.
Freight Coordinator Position

Responsibilities include:

Coordinating the movement of cargo per customers' requests based upon export bookings and import documentation in a thorough, timely and accurate manner.

Entry and creation of work orders into MacMillan-Piper's proprietary software; printing and processing of work orders for operations use. Work order will include all necessary information and instructions accurately input for use by dispatch, operations, crews and vendors for the correct and timely handling of cargo.

Coordinating the release of empty containers and import loads between steamship lines, dispatch and operations. This includes contacting the steamship lines for equipment release and location, first availability and delivery dates, vessel c/offs and appropriate terminal for return of the loaded containers. This can also include the coordination of inbound rail moves with customers, operations and the various rail operators, as well as assisting in resolving problems customers may incur with the various rail and steamship lines.

Coordinating work orders with operations and ensuring that all paperwork is correct, printed and supplied to the Operations Manager prior to the cargo arrival. Advise the Operations Manager and Dispatch of any upcoming volumes so that labor and trucking can respond accordingly.

Customer service and support including timely and accurate updates to the customers during the transloading process and completion of work orders. This includes ensuring that all parties have all pertinent information necessary for their documentation and Customs requirements by the document and vessel cut offs.

Updating and maintaining current, accurate records for accounts including the prompt distribution of final documents and completed work orders.

Maintaining and updating customer databases promptly and accurately utilizing the MacMillan-Piper master data base, Excel, Office 365 data bases, Picasa, etc.

Coordinating inspections with government entities when necessary or when requested.

Updating and maintaining current, accurate inventory records whenever applicable or requested.

Timely communication with customers, vendors and co-workers to: schedule inbound carriers; communication with dispatch regarding upcoming volumes and equipment needs; coordinate the work schedule with operations; completion of work orders; accurate final load reports sent to customers in a timely and prompt manner.

Rapid response and resolution to situations delaying or preventing the completion of a work order, including but not limited to:

- equipment or dispatch issues
- booking issues
- carrier delays

Prompt communication regarding any cargo issues such as damages shortages, etc., to the customer with a request that the customer advise their preference for handling of OS&D issues.

Communicating with and responding to customers, vendors and all parties via email and phone in a prompt manner that provides accurate and current information.

Providing rate quotes to current and prospective customers.

Accurate and complete billing of completed work orders, to include all applicable charges based on tariff or contractual rates.

Follow up with delinquent accounts when requested to assist in resolving late payments, short pays, etc. and advising managers for further follow-up if issues are not resolved.

Resolution with customers of invoices that have been incorrectly processed.

Providing an immediate resolution to customer complaints or problems.

Please contact mmiller@macpiper.com or mjohnson@macpiper.com if interested.