

GLOBAL LOGISTICS SPECIALIST, KEY ACCOUNTS

IMPORT FREIGHT FORWARDING (Ocean)

This can be remote. Our headquarters: Baltimore, MD 21230 (Locust Point/McHenry Row). States for remote work: MD, SC, FL, NJ, PA, NY, NC, GA, or VA.

Are you a freight forwarder or logistics geek with 2+ years of experience, hoping to work from home, and fascinated by the ever-changing complexity of the jigsaw that is global imports?

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? Shapiro stands strong at 109-years old, but we're not your grandpa's shipping company.

Global Logistics Specialists (Imports) are responsible for handling our Key Account Ocean clients, mostly FCL import shipments with multi-modal and complex routings (including LCL and air). Total solutions include fulfilling ocean freight forwarding needs such as Purchase Order Management, warehouse integration, agent & carrier relationships, and new tech with a passion to support and drive shipments.

For all telecommuters, there will be required training in the office to begin your career with occasional visits for meetings (but not road-warrior level). We have a track record of transparency, developing employees, and investing in our work technology. Our Paid Time Off policy is one of the most competitive in the country for new hires.

Only Shapiro has the experienced & personable staff that 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?***

GLG Specialist: White glove customer service. Work with our Pricing team, foreign agents from around the globe, and creatively guide the customer into the best routing and pricing decisions with the energy to fight for the customer.

JOB DESCRIPTION: Typical duties include:

- Tracks Initiate/confirm bookings and coordinate other origin-agents (i.e., consolidations) with customers, agents, carriers, shippers, or truckers when applicable.
- Initiate file openings and audit files opened by another party (agent or EDI).
- Track ETs and monitor for container pick up. Track document creation and distribution with agent.
- File Import Security Filing (ISF).
- Work with credit/debit notes & quotes.
- Manage strict deadlines for timely for all PO, booking & tracking milestones.

- Review multiple reports daily and analyze data discrepancies and take proactive action as required.
- Communicate market rate changes and other relevant information to customers timely and effectively.
- Physically visit with customer base on a pre-determined basis.
- Train to become a central point of contact for customers and agents for all transportation and logistics-related questions. This includes monitoring, and managing the customers' ocean FCL, LCL, or air rates in accordance with the customer SOP—and collaborating with other Shapiro teams.

SKILLS

Ability to remain engaged and focused. Excellent written and verbal communication skills. Ability to generate creative solutions and/or problem-solve. *Project management skills to handle a variety of customers on your desk. Ability to utilize current tech tools to increase efficiency and innovate solutions.

- Very strong computer/tech skills (Excel, Office, proprietary databases).
- Critical thinker. Must be flexible, organized, detail-oriented, and team-oriented.
- Ability to effectively communicate with a variety of contacts, vendors, and departments required (internal and external customers).

EDUCATION AND EXPERIENCE

- Consistently reports for work as scheduled & on-time including timely arrival to ALL meetings whether virtual or in person.
- At least 2 years industry experience or at least 2 years of office work experience.
- 2 years' experience with PC including Microsoft Office Applications including basic-intermediate Excel skills.
- In the absence of extensive industry experience, the GLS will be expected to demonstrate strong technology and multitasking skills along with an active and continued learning of specific industry standard operating procedures.
- Previous experience with air is a plus, but not required. Strong ocean background preferred. Exposure to domestic, warehousing & distribution a plus.
- Educational background in Supply Chain Logistics or International Business (or internship experience) preferred.
- Excellent written and verbal communication skills required for quoting, vendor management, and customer interaction.
- Skills, abilities, and aptitude to be cross-trained, proactively step in, and contribute. Proven ability to interact with all individuals within the organization and be able to communicate information to customers and vendors. The ability to work as an effective member of a team.
- Ability to handle various tasks simultaneously under high pressure and within demanding time constraints. Reliable. Punctual. Organized.

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.

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