

JOB POSTING

Job Title: Domestic Relocation Coordinator
Department: Military Department
Reports To: Derek Foster and Lacey Fickel
FLSA Status: Full-time, Non-Exempt
Prepared By: Terri Micka
Prepared Date: 1/25/2012

JOB SUMMARY:

One of the primary responsibilities for this position is to provide effective customer service for all internal and external customers. Control, monitor and document the movement of containerized military personal property shipments moving within CONUS and to/from Alaska. Resolve logistical problems inhibiting the movement of personal property and expedite transportation of shipments when needed to meet Required Delivery Dates (RDD). Work closely with the Military Traffic Management Offices (TMO), Steamship Companies, Port Agents and Moving Companies throughout the United States. Arrange pickup and delivery dates with the shipper, agents and trucking companies. Trace and verify the status of shipments within required time constraints. Research and respond to customer requests for information. Document shipment pick-up headed to ports. Verify and approve invoices for service contracts and line haul charges Update files, Traffic system, and DPS. Call Destination Agents for status updates. Resolve logistical problems as needed. Respond to quote requests from customers seeking less than truck load and full truck load services. Monitor lift van inventory; reposition and order as needed.

JOB RELATIONSHIPS

Interrelationships:

Military team members, Accounting, Logistics, Billing and other fellow employees.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Resolve logistical problems inhibiting the movement of personal property and expedite transportation of shipments when needed to meet Required Delivery Dates (RDD)
2. Communicate effectively and consistently with Shippers, Agents and fellow employees.
3. Document shipment pick-up headed to ports and destination agents.
4. Update Files and Traffic System with detailed status updates and important data.
5. Resolve logistical problems as needed.
6. Respond to questions regarding transit, tracking, and contact information.
7. Assist with documentation re-entry process & documentation requests.

INTERPERSONAL CHARACTERISTICS

1. Customer focused quality when interacting with customers and fellow colleagues
2. Proactive, organized, able to prioritize and a high level of initiative
2. Excellent oral and written skills
3. Focused yet able to "multi-task" and work with interruptions
4. Enjoys working with numbers and self checks to be exact, accurate and precise when data entering and doing simple math computations.
5. Uses good judgment and is creative with problem solving by looking for ways to improve the job and the job process.

If you are interested in the position please follow the job posting procedures as described on the intranet.