



Job Description: Domestic Manager

Team Assignment: Domestic

Reports To: Vice President

Supervises: Domestic Operations Specialist(s)/Domestic Supervisor

Primary Job Responsibilities:

- Direct Customer Service functions and establish guidelines and procedures for handling customer issues. Observe customer transactions and trends to continually enhance and improve customer satisfaction. Measure and increase Griffin's value added service ability for clients.
- Manage Quotes for all forms of lanes in Trucking Operations and LTL Freight
 - Provide and Manage profit optimizing quotes for Full Truck Loads(FTL) and Less Than Truck Loads(LTL).
 - Maintain proper follow-up procedures with existing and potential clients.
 - Work directly with Sales Team to provide timely quotation flow.
 - Maintain hands on scheduled/routine relationships with Customers and Carriers.
- Develop and Expand Operational capacity in Domestic Trucking Operations and LTL Freight:
 - Develop and maintain domestic operations pricing management efficiencies in order to maximize profit opportunities per load/file
 - Oversee **Domestic Operations Specialist(s)** to ensure timely, file profitable, efficient and accurate processing of shipments.
 - Seek and execute lower cost agreements with carriers
 - Seek and expand carrier base offering lowest cost
 - Plan and coordinate Full Truckload (FTL) shipments.
 - Ensure customers freight is picked up, transported and delivered in accordance to customer's requirements.
 - Research and secure shipments to facilitate vendor partners' resources are maximizing efficiencies, while maximizing Griffin profit.
 - Plan and coordinate Less Than Truckload (LTL) shipments.
 - Seek to maximize profitability on each load booked.
 - Management of carrier base, including insurance record upkeep.
 - Manage Vendor data, as well as utilize and update central information management tools.
 - Ensure current pricing information is available for utilization of company
- Work cohesively and synergize with Operations to ensure trucking segments are managed to maximize profitability per file
 - Provide support in Warehouse related freight movements
 - Provide support in Logistics related freight movements
- Identify and reach short term measurements and long term goals
 - Revenue(profit) & Expense Management
 - Setting Business/Client service quality metrics and attainment
 - Accuracy and efficient attainment of results in processes and procedures
- Develop and maintain all Domestic Training including:
 - Customer Service, Carrier Base, Compliance Issues, Operational Procedures, Routing Functions and Pricing.

- Develop cross-training programs to expose each employee to different areas of the team.
- Employee performance and morale programs should be developed in conjunction with Human Resource initiatives
- Handle customer escalation situations that require increased attention outside of normal day-to-day activities.
- Ensure all invoicing-related materials are available to Business Management Team to facilitate timely invoice processing.
- Develop SOP documents for use in training and cross-training in relevant areas.
- Work with Business Management Team to enhance improvement of processes. Report issues and trends in an on-going manner to facilitate efficiencies.
- Report trends to management
 - Revenue & Expense Management
 - Business/Customer Patterns
 - Effectiveness of processes and procedures

Job Skills and Requirements

- **Educational** – Bachelor's Degree in Supply Chain Management or Related Field
- **Systems Usage/Data Entry** – Above average PC skills including knowledge of Microsoft Office suite and Windows-based systems.
- **Transportation Knowledge** – Manager must demonstrate an overall knowledge of the transportation industry, including shipment processing, documentation, regulations and compliance issues and global business climates.
- **Personnel Management** – Manager will demonstrate the ability to assign tasks, delegate responsibilities, convey goals and motivate employees toward results.
- **Decision Making** – Manager must be able to react and think under pressure situations, with regard to the present and future of the company.
- **Communication and Customer Service** – Manager must be able to communicate clearly and effectively with clients (internal and external) and vendors via phone, email, fax, in-person or any other means as required.
- **Organization** – Customer and File management skills are essential in this position. Manager must be able to constantly maintain all customer related information, and be able to provide information to customers and management on an on-going basis. Systemization of file management is crucial.
- **Planning** – Manager should be forward looking and develop processes, procedures, client relationships that maximize the growth potential of the company.
- **Leadership** – Manager must exhibit strong leadership qualities. Manager should set a positive example for others to follow, take initiative to meet determined goals, and set forth goals aligned with those of Griffin.

Compensation

- Base salary
- Performance incentive program
- Competitive benefit package