



About the Company:

Graf Air Freight, Inc. is a premier provider in the transportation of time sensitive materials. For over five decades, Graf Air Freight, Inc. has provided innovative and cost-effective air, ground and white glove transportation services. Additional information on the company is available at www.grafairfreight.com.

Position Overview:

Graf Air Freight has an exciting opportunity for a Senior Logistics Coordinator. It is a fast moving, complex environment. The ideal candidate is accountable, detail oriented and drives innovation. You will be responsible for managing current customer inbound/outbound freight; keeping customers informed of their shipment status; processing orders; routing drivers and most importantly maintaining established customer relationships and increasing customer satisfaction.

Principal Duties and Responsibilities:

- Build relationships with customers through contact and advocacy by offering solutions, solving problems, and managing exceptions
- Interact with various agents to set up quotes, routes and rates for air, ground and white glove shipments
- Evaluate client needs and expectations to identify and establish potential new solutions
- Develop and implement process improvements to help increase efficiency, reduce errors and better serve our customers
- Maintain and build knowledge of the transportation industry, including market changes and customer behavior shifts
- Review and enhance customer account profitability
- Lead new business implementations with onboarding of new clients and occasional meetings with clients
- Supervise and mentor direct reports
- Enhance and sustain strong knowledge of TSA regulations, including related documentation

Skills and Qualifications:

- 4+ years of experience in the transportation or logistics industry
- Bachelor's Degree in Logistics/Supply Chain preferred or equivalent experience
- Excellent presentation skills
- Outstanding written and oral communication skills

- Ability to effectively communicate and interface with peers as well as executive level management
- Excellent organizational skills and the ability to multitask in a fast paced, ever changing environment and be proactive in responding to customer requests
- Ability to execute results against strategy and meet critical deadlines
- Illustrate and display business knowledge, perspective and ethical behavior on a continuous basis
- Highly self-motivated and enthusiastic
- Excellent working knowledge of Microsoft Office
- Valid Driver's License and ability to travel within the US if needed is required

Benefits and Compensation:

- Competitive base salary, with bonus opportunities
- Medical/Dental health plan
- 401K savings plan
- Life Insurance
- Paid holidays and vacation
- Great opportunity for growth
- Fast paced, exciting environment
- Inclusive and collaborative culture