

**Customer Service and Logistics
Manager
Job Description**



Job Title:	Customer Service and Logistics Manager
Reports To:	
FLSA Status:	Exempt, Salaried
Last Revised:	January 18, 2021

Western Green (WG) is a privately-held company whose mission is providing the ultimate partnership between nature and technology, using natural resources engineered to preserve our natural landscapes – “Blanketing Nature with Nature.” This value creation is predominantly focused on supporting the soil stabilization aspects of civil engineering projects. WG is one of the country’s largest manufacturers of temporary and permanent erosion control products.

Summary:

- This role will oversee and manage all functions related to the customer service team and logistics team. The position will work with both groups to ensure success is achieved throughout the entire process. This includes, but not limited, to meeting shipping goals and standards while minimizing CIO cost. This role will also be responsible for overseeing customer orders through completion. This entails working with all the functional areas of the corporation and providing timely and accurate information concerning orders and product. All employees of Western Green are expected to demonstrate a commitment to our Mission, Vision, Core Values and Guiding Principles.

Required Skills:

- Possess excellent leadership qualities and demonstrate the ability to build/maintain an effective team.
- Excellent communication skills-verbal and written.
- Ability to analyze and manipulate technical and complex data and provide meaningful information.
- Ability to effectively express ideas and opinions to achieve positive outcomes.
- Be able to both see the big picture of the business and demonstrate a willingness to solve specific problems.
- Work to satisfy customers both internal and external while maintaining a business mindset.
- Be able to thoroughly understand the process and bring about process improvements.
- Possess strong commitment to the continuous growth and development of both teams.

Desirable Skills:

- 5+ years of customer service experience.
- 4+ years of leadership or management experience.
- Logistics experience is a plus.



Education Requirements:

- Four year degree or equivalent experience in related field.

Essential Job Functions:

- Provide confident truckload freight quotes to our inside and outside customers.
- Utilize only the highest caliber of transportation partners to move material.
- Provide internal and external customers with loading/order quantity estimates.
- Provide timely and accurate WILL CALL order updates to our customers and sales force.
- Track all Western Green shipments by date, location, rate paid, broker/carrier utilized, equipment type, mileage, exceptions, etc.
- Update corporate trucking spreadsheet with real-time carrier/cost information.
- Shipping efficiency and maximization. Review all orders, work with sales staff, and external customers to max loads out.

- Daily responsibilities of order entry & invoice entering.
- Check bill of ladings and invoices against facility inventory sheets.
- Interface with each production facility daily on orders, lead times, and inventory
- Work with the finance team on AR, inventory, and billing
- Work with all plant managers and sales staff to ensure customers get what they need.
- Provide a problem solving and can-do attitude. Routinely demonstrate ability to solve problems, reduce complexity, and generally get the job done.
- Provide Western Green with back-up administration support as needed.

