



Global Solutions Associate

Job Description

Global Gateway Logistics position in operations management for global and domestic transportation services. The candidate will research rates, routings, or modes of transport for the shipment of products and maintain awareness of regulations affecting the international movement of cargo.

Job Type: Full-Time

Job Location: Remote or in office St. Louis

Job Responsibilities include but are not limited to:

- Research and plan costs for shipment quotations with the most appropriate route for a shipment
- Utilize data analytics and statistics to build tools to manage pricing and lane management
- Issue bills of lading
- Arrange freight insurance through an online portal for international shipments
- Daily tracking of all shipments handled by the company
- Weekly billing of shipments to appropriate clients
- Communicate and coordinate with agents to ensure containers are picked up and returned on time
- Provide and maintain exceptional customer service
- Prepare forms and paperwork for customs and carriers
- Communicate with domestic and foreign carriers and service providers to book, track, and manage shipments
- Negotiate rates/costs with agents and customers

- Maintains a customer-level standard operating procedure SOP
- Establish operational level strategies based on logistical production predictions to guarantee optimum resource allocation
- Allocate workloads within the team to ensure all performed operations are completed efficiently
- Maintain organized files and records
- Mitigate and address freight delay and associated difficulties

Job Requirements:

- Detailed/professional knowledge of ocean/air imports and exports
- Capable of handling and addressing challenging situations
- 2+ years import/export logistics experience
- Strong customer service, organizational, and communication (written and oral) skills
- Knowledge of professional digital logistics
- Proficient in Microsoft Office applications
- Strong teamwork
- Attention to details
- Ability to work under pressure and tight deadlines
- Self-motivated and proactive
- Strong understanding of applicable laws and regulations

