

Position Title	Operations Agent III
Date Posted	01/16/2020
Location	Coppell, TX
Dept.	Operations
Job Type	Regular – Full time

What we offer:

- A career as fulfilling as you want it to be.
- Energy to personally and professionally develop.
- All the tools and hardware needed to be successful.
- A brand of service unmatched in the Logistics industry with a reputation to match.
- A competitive compensation package
- 401K, Medical, Dental, Vision, Life benefits.
- Whole bunch of other perks too!

**Omni is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex (including pregnancy), sexual orientation, gender identity, national origin, genetic information, creed, citizenship, disability, and protected veteran or marital status.*

Operations Agent III -**Job Duties & Responsibilities:**

- Coordination of scheduling pickups & deliveries.
- Efficiently and cost effectively routing shipments from city to city to make service and profit.
- When necessary, stopping a shipment while in transit and re-routing it to meet customers needs. Entering shipments into our Transportation Management System.
- Ensuring all customer instructions entered into the shipment are executed and all issues noted in the system and communicated to the account teams.
- Ensuring the necessary milestones have been added to a shipment and the milestones are in the correct order.
- Work with other stations to ensure that the routing and instructions are followed to make service. Negotiating rates with vendors and requesting spot quotes.
- Accruing vendor costs in the system and when the invoice doesn't match the accrual, work with the vendor to resolve the variance.
- Support account teams with routing and local pick up and/or delivery recommendations.

Knowledge/Skills Required:

- Excellent Customer Service skills.
- 5+years experience in Freight Forwarding Operations.
- Experience with trucking companies and airlines to move shipments.
- Medium to advanced Microsoft Office programs (Excel, Outlook, Word).