



**THE COMPANY:** MW Logistics

**Website:** <http://www.mwlogistics.com/>

**Location:** Dallas, TX

**Company Description:** In an industry thick with competition the only differentiation between MW Logistics and competitors is their relentless dedication to service their customers. Delivered. Period is their mantra, commitment, cultural ethos. MW wins by treating each load as their only load. While MW is not the biggest 3PL, that helps them compete every day to earn business. MW Logistics is propelled by a unique business model that aggregates small and mid-size partner carrier capacity to operate your business like a large asset-based carrier. MW Logistics is emerging as one of the leading third-party logistics providers in North America. They are growing because they are earning the respect of each of their clients.

## **THE POSITION:**

**Job Title:** Logistics Operations Manager

**Job Description:** This position is responsible for growing, maintaining and leading the carrier sales team and managing and growing customers relationships. This individual should be a dynamic, self-motivated and success-driven leader that will work diligently to coach and mentor the carrier sales team in addition to maintaining daily communication with customers.

### **Responsibilities:**

- Promote the growth of the carrier team by actively participating in the hiring process, training, coaching and delivering clear expectations.
- Proactively address concerns, conflicts and interactions with team members.
- Strengthen representatives' knowledge of the market and assist with pricing and negotiation as needed.
- Ensure the entire carrier floor is meeting expectations.
- Manage the operations team P&L and provide timely/accurate updates regarding the team's performance through established metrics and KPIs.
- Implement new systems including transportation management systems.
- Take initiative on procurement efforts and coordinating new modes.
- Establish and implement carrier development program and service plan.
- Maintain and grow relationships with carrier accounts including conducting account reviews and identifying opportunities for additional collaboration.
- Proactively communicate with customers to fulfill commitments and exceed service expectations.
- Act as primary point of contact for all customer communication.
- Supply bids and quotes on potential business opportunities.

**Experience:**

- College degree preferred.
- 5+ years of transportation logistics or industry-related experience.
- 3+ years of operational leadership experience.
- Excellent critical thinking and problem-solving.
- Strong problem-solving skills and the ability to perform under pressure.
- Highly motivated and action-oriented with a strong sense of urgency.
- Excellent analytical and presentation skills along with verbal and written communication skills.
- Ability to lead in a fast-paced environment and work collaboratively with all functional support.

**Compensation Details:** This position offers a competitive base salary.

*\*The client may perform a Background Check, Reference Check, Drug Screen and/or Non-Compete review during the hiring process. We ask that you be prepared to address these at the time of an offer or job acceptance.*