

Operations Coordinator Job Description

Company Overview

Virginia Transport, LLC is a Small Business Administration certified HUBZone freight and fuel broker working as a prime contractor to the U.S. Government Department of Defense, Department of Homeland Security, Department of Energy, and more. We also provide subcontractor support to prime contractors across industries, such as Raytheon Technologies, Northrop Grumman, and General Dynamics. We are responsible for the integration of all logistics support functions including planning, risk, rigging, transportation, warehousing, crating, and more.

Position Overview

The Operations Coordinator will complete the relevant administrative processes that support operational efficiency, effectiveness, customer satisfaction, and profitability, including check calls, obtaining proof of delivery, bills of lading, overseeing accounts, and more. This role requires jack-of-all-trades versatility and constant collaboration with the accounting team and carrier representatives to provide guidance and information that contributes to Virginia Transport's performance and profitability. Our ideal candidate should have a focus on data integrity and understand how to execute the constantly evolving needs of our clients. Strong organizational skills and a good sense of humor are must haves. This is an entry level position that reports to the Operations Manager.

Main Tasks, Duties, and Responsibilities

- Manage shipment lifecycles by creating and activating shipments, building and assigning loads, scheduling, tracking and tracing orders, and documenting events and invoices
- Master and leverage our transportation management system (TMS), to validate and ensure the accuracy of load data
- Foster meaningful connections with customers via phone and computer interaction 7-8 hours per day
- Provide open, timely communication to ensure that customers feel prioritized
- Communicate and collaborate with accounting team and carrier representatives to ensure loads and payments are delivered correctly and on time
- Monitor task boards and assigned email accounts to respond to customer and carrier requests

Requirements

- High school diploma or GED
- Proficient in Microsoft Office, including Outlook and Excel
- Capable of working independently as well as collaboratively as a team
- Have excellent verbal and written communication skills
- Strong attention to detail as well as prioritization and multi-tasking skills
- Positive and flexible in an ever-changing environment with shifting priorities
- Ability to work nights/weekends/and holidays as needed
- Tech savvy, with the ability to adopt new technologies as needed

Benefits & Compensation

- Salary commensurate with experience

- Opportunity to participate in discretionary bonuses and uncapped commission based on performance
- Gallery style office with dedicated workspace
- Casual dress and atmosphere
- Laptop and other necessary technology provided
- Medical plan, including dental and vision, costs covered up to \$500/month
- Prescription drug coverage
- Paid time off (PTO)

How To Apply

Please send an updated resume in Word or PDF format via email to the hiring manager at michelle.mcinerney@virginiatransport.net. Please include the title of the role you are applying for in the subject line of the email.

COVID-19 Policy

Currently, Virginia Transport does not offer remote or hybrid work options. Work is performed onsite, five days a week. Prospective employees must have received the completed COVID-19 vaccination by date of hire to be considered. Proof of vaccination required. Legally recognized exemptions regarding vaccination status will be considered.

Disclaimer

This job description is intended to generally describe the nature and level of work to be performed by employees in this position. It is not intended to be construed as an exhaustive list of all responsibilities and skills required of employees performing this role.

EEO

Virginia Transport is an Equal Opportunity employer committed to a diverse workforce. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, disability, or any other status or characteristic protected by applicable federal, state, or local law.