Senior Brokerage Associate

Javelin Logistics Company, Inc is an industry leader in material management, logistics, and comprehensive transportation services with proven accuracy, flexibility, and on-time delivery is seeking to immediately hire a **full-time Senior Brokerage Associate** for their **Newark Facility.**

This role is responsible for managing Brokerage Department activities, including creating and coordinating orders originating across the 48 contiguous states, monitoring shipment progress and location tracking, and ensuring exceptional customer service. Key responsibilities include participating in monthly training, adhering to written work instructions, maintaining compliance with safety policies and procedures, collaborating on continuous improvement initiatives, and fostering strong relationships and communication with customers, vendors, and internal teams to support efficient operations and service excellence.

Pay: $30 Per Hour

Available Shifts:

Shift 1: Monday through Wednesday: 01:30pm - 10:00pm, Saturday and Sunday: 10:00am – 06:30pm

OR

Shift 2: Monday- Friday 1:30 PM to 10:00 PM

Responsibilities:

- Communicate with team members, management, and customers in a clear and concise manner all information regarding shipments to provide world class customer service.
- Work in conjunction with teammates and vendors to prioritize and service customer’s capacity needs.
- Schedule pickup and delivery appointments in accordance with legal transit times and shipment requirements.
- Communicate progress of shipments, on-time performance, and the resolution of any issues to customers.
- Track department KPI's daily and update metrics on each spreadsheet daily for management review.
- Revise Current Route Maps and create new route files within 48 hours as requested by the customer.
- Follow all company HR and Operations policies to include escalations, 6S, and Safety.
- Participate in yearly reviews and create a self-assessment.
- Proactively send route deviation updates to customers as well as respond to all security escalations received from the customer within 1 hour.
- Travel to customer and Vendor sites as needed and foster customer engagement.
- Participate in monthly safety meetings.
- Work in conjunction with the manager with all company process improvement initiatives and create planners with tasks.
- Maintain customer specific reports in Excel and other formats as required.
- Assist in the formation of Shipment Schedules in an Excel SharePoint environment.
- Perform Informational Extracts from TMS to assist in month-end closing and to ensure accurate and on-

time billing of our customers.

- Work with any new business or project that requires experience.

Experience:

- B.S. in Logistics/Supply Chain, Business, Accounting, or Marketing preferred.
- 2+ years of transportation experience required.
- 2+ years of sales or customer services experience preferred.
- Able to multi-task and manage time effectively.
- Strong written and verbal communication.
- Ability to pivot your schedule based on changing customer needs.
- Excellent customer service and employee relations skills.
- Ability to make decisions in a high stress environment.
- Strong ability to use organizational skills to plan tasks effectively and use forward thinking to predict future changes.
- Ability to participate in an effective team.
- Must be able to sit for extended periods of time.
- Ability to exude confidence and gain credibility with carriers and customers.
- Proficiency with computer applications which include a dedicated TMS, Microsoft 365 Office Suite, especially Excel in both desktop and SharePoint environments, and OneDrive.

Javelin Logistics Company, Inc. complies with all federal, state, and local equal employment opportunity laws. In all hiring and employment practices, Javelin Logistics Company, Inc. makes every effort to ensure that it doesn't discriminate against employees and applicants. This policy addresses Javelin Logistics Company, Inc.'s commitment to providing equal opportunity employment for all employees and applicants and to promoting diversity in the workplace.

Please send your resumes to hr@javelinlogistics.com.