



Traffic Coordinator Job Description

ABOUT US

Green Shutter is an innovative beverage solutions company that operates a warehousing & blending facility focusing on tea, coffee & botanicals. Our business is new, but our story rich, vibrant & cherished, much like our beverages.

The roots of GS can be traced back to the roaring city of New Orleans, which we still call home today. Established and owned by the distinguished Westfeldt family, GS is an extension of their ongoing passion & commitment to quality beverages, community & disruptive innovation. As highly successful coffee entrepreneurs for over 150 years, GS adds a new 21st century chapter in world class customer service, exceptional quality, and exciting beverage experiences.

POSITION SUMMARY

We are offering an exciting opportunity for a highly motivated Traffic Coordinator with the desire to make an impact on a novel business. The TC will coordinate and report all ends of our distribution and warehousing operation with being a key resource in driving excellent customer service. As the primary resource for day to day warehousing activity, this position will facilitate effective communication between warehousing, sales, and distribution stages to promote a healthy and efficient warehousing and logistics operation.

To be successful in this role you will need strong internal and external communication and must thrive in an autonomous environment that carries ambiguity throughout the workday. You will report directly to the Director of Operations.

The Traffic Coordinator will hold responsibilities that include, but are not limited to, the following:

- Establish and maintain relationships with carriers, freight forwarders, warehouses, suppliers, and customers.
- Arrange domestic shipments of various types (Trucking, rail, intermodal, etc)
- Manage and coordinate drayage of GST and customer product from the port. This will be done through multiple draymen with the future opportunity of building out an internal drayage service with company owned trucks.
- Communicate internally with the GST Warehouse Supervisors to coordinate inbounds and outbounds as well as relaying special customer requests.
- Assure billing of warehousing services (loading, unloading, drayage, stretch wrapping, repalletizing, etc..) is done accurately and appropriately.
- Coordinate with suppliers, customers, and warehouses for pickups and deliveries.
- Obtain and keep records of freight quotes.
- Maintain and manage customer delivery schedule, proactively identify any process bottlenecks, and solutions for improvement.

- Review and assess new and current transportation vendors, analyzing rates to capture maximum cost savings.
- Review and approve invoices related to logistics expenses.
- Prepare various traffic reports on a regular basis.
- Work closely with Trading, Warehouse Operations, Quality Assurance, and Accounting personnel to ensure efficient workflow within the company.
- Point of contact for customers relating to shipping discrepancies, damaged product, and sample requests.
- Effectively communicate customer requests and distribution updates to the appropriate ends of the company.
- Input logistics information into our ERP software (Certus) and run reports as needed.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each job specification satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- 3-5 years of practical logistics experience coordinating with carriers, customs brokers, warehouses, suppliers, and customers.
- Any experience in managing coffee, tea, and other commodities is highly desirable
- Drayage experience is highly desirable
- Previous experience working with an ERP software is a plus
- Proficient in MS Office applications
- Capable of displaying exceptional customer service consistently
- Excellent communication skills with the ability to take prompt action
- Strong work ethic with the ability to learn and adapt quickly to new challenges
- Fluent in English
- Comfortable working / relocating to New Orleans

LANGUAGE SKILLS

Fluency in English is a requirement and Spanish is a plus (read/write/translate).

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job.

While performing the duties of this job, the employee must:

- Frequently walk and sit.
- Specific vision requirements required by the job include regularly looking at a monitor and occasionally exercising color and peripheral vision, depth perception, and the ability to adjust focus

- Must be physically able to safely ascend to heights, be able to bend, crawl and move safely and freely around machinery and building without assistance.

WORK ENVIRONMENT

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is:

- Exposed to regular Office Environment
- Exposed to processing, warehousing, and commodities manufacturing
- May be required to travel domestically in line with business need
- Required to be based in New Orleans, LA
- If not a US citizen, you are required to maintain work authorization independent of company sponsorship

DISCLAIMER

The above statements are intended to describe the general nature and level of work being performed by the job incumbent. They are not intended to be an exhaustive list of all responsibilities, duties, skills, and behaviors required to perform the job.