Job description

location	:	Torrance, CA (LAX)
job title	:	Operations Manager
department	:	Operations/Client Services
supervisor	:	Regional Manager

Position Description

Wen-Parker Logistics is a global freight forwarding and supply chain provider established in 1997. We are currently seeking a highly motivated and focused Operations Manager, who will be responsible for enthusiastically leading our LAX Operations/Client Services and coordinating the daily movement of freight and documents for air and ocean shipments (mostly import, some export) from “A to Z”. This position requires a candidate who possesses a solid knowledge of international forwarding operations and has superior communication and interpersonal skills.

Qualifications & Experience:

- Minimum 3-5 years’ experience in the freight forwarding or related industry.
- Able to manage and lead a team toward improving work efficiency, improved customer service and greater operational consistency.

Knowledge / Skills:

- Knowledge and understanding of freight forwarding operations and terminology.
- High level understanding of US Customs
- Detailed product knowledge pertaining to international and domestic air, ocean and trucking services.
- Proficiency in Microsoft Office applications (Word, Excel and Outlook)
- Daily coordination of freight movement and processing of related documentation
- Strong attention to details. Self-starter. Proven ability to meet deadlines.
- Solid leadership and management skills.
- Excellent verbal, written and interpersonal communication skills, with the ability to interact effectively.

Duties and Responsibilities (including but not limited to the following):

- Effectively interact, communicate, coordinate and negotiate with carriers, vendors and other third parties.
- Perform and oversee all aspects of operations and customer service.
- Invoice customers in a timely manner.
- Adhere to customer Standard Operating Procedures, government regulations and company standards and procedures.
- Communicate professionally and effectively with customers, service partners and other colleagues.

Compensation:

Wen-Parker Logistics offers a competitive salary with a full benefits package (that is 100% company paid for full time employees), including medical, dental, vision, short-term disability and life insurance, as well as a 401K plan with a generous company match, paid time off and participation in an annual bonus plan.

Contact Information:
Submit resumes via email to sriggs@wen-parker.com.