



**Lightning Logistics, LLC.**  
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**Scope of Job Descriptions:**

It is our goal to make clear to each employee what their responsibilities are to Lightning Logistics and help them to solidify in their minds what they can do to best perform their jobs. Some of the benefits of Job Descriptions are they improve an organizations ability to manage people and roles clarifying employer expectations for the employee; provides a basis of measuring job performance; provides clear description of role for job candidates; enables pay and grading systems to be structured fairly; essential reference tool for discipline issues; and provides important reference points for training and development areas.

<b>Purpose:</b>	To coordinate the delivery of cargo via truck for customers using company drivers to locations locally and all over the continental United States.		
<b>Job Title:</b>	<b>Hot Shot Logistics Coordinator</b>	<b>Department:</b>	Operations
<b>Reports To:</b>	Hot Shot Manager	<b>Employment Status:</b>	Full Time
		<b>Date:</b>	May 2014

**Key Responsibilities:**

- Check email daily for incoming loads from customers
- Take incoming calls from customers acquiring load information
- Enter customer information into Courier Complete software
- Match drivers to loads based on type of freight being hauled and type of truck needed
- Dispatch drivers giving them pick up and drop off information as well as cargo information
- Secure loads for drivers coming back home by searching the load board and calling carriers for load details
- Check driver status daily for progress of loads
- Provide customer with status reports on progress of loads
- Assign customer login giving access to online Courier Complete
- Update Courier Complete when load is completed, correcting pricing and finalizing
- Manage and resolve customer service issues as they arise
- Establish and maintain good working relationship with drivers and customers
- Quote rates to customers
- Provide customer with summary reports upon request
- Provide customer with copies of Bill of Ladings (proof of delivery) upon request

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<b>Qualifications and Skills Required To Do Job:</b>
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- High school graduate or GED
- Transportation industry dispatch software experience
- Previous Dispatch experience
- Data entry experience
- Ability to operate computers and other office machines
- Knowledge of Outlook or other email software
- Ability to handle multiple-functions at the same time and remain focused through daily interruptions
- Ability to work quickly, proficiently and efficiently on a timely manner to meet deadlines
- Strong communications skills, both written and verbal
- Strong Customer Services skills and experience
- Must be Bilingual English/Spanish