



COME JOIN OUR TEAM!

Insta Graphic Systems is looking for a Logistics Coordinator to join our team. The Logistics Coordinator's primary role is to obtain freight quotes, perform, support and manage the daily supply chain activities, provide operational support to both internal and external teams. This position serves as the point of contact in resolving inquiries related to orders, returns, shipments, claims, and customer concerns and to monitor status of critical shipments. They will review and prioritize orders using expert judgment and initiative to meet customer deadlines and shipping requirements while working in a time-sensitive and fast paced environment.

What you'll do:

- Obtain freight quotes for air and ocean shipments through freight forwarders
- Schedule freight forwarders to pick up goods (Trucking companies and freight forwarders)
- Prepare documents and labels for truck and/or freight forwarder shipments
- Coordinate returned shipments of goods
- Coordinate shipping trade show equipment to trade shows
- Coordinate shipping goods to Rotterdam Warehouse
- Complete paperwork of goods shipped and provide documentation to customer (invoice, BOL)
- Prepare NAFTA documentation as requested
- Submit and follow up on Freight Claims
- Assist with and provide back up support for printed products order entry
- Invoice orders that are shipped on a daily basis
- Process RMA's credits and direct bills as needed (invoice)
- Notify overseas warehouse and customer for goods to ship out of foreign warehouse.
- Record make and hold inventory for printed products (produce and receive into stock by part number.
- Produce and receive machine inventory received.
- Assist with miscellaneous tasks as assigned by the Department Manager

Who you are:

Education: High school diploma or GED required. College degree preferred

Experience: Must have 3 - 5 years minimum experience in logistics management, customer service and accounting related positions.

Core Competencies:

- **Customer and Personal Service** – Knowledge of principles & processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services and evaluation of customer satisfaction.
- **Clerical** – Knowledge of administrative and clerical procedures and systems such as word processing, managing files and other office procedures and systems.
- **English Language** – Knowledge of the structure and content of the English language including spelling, correct sentence composition and grammar.
- **Communication** – Strong written, verbal and interpersonal communication skills.
- **Math** – Solid foundation and understanding of basic math principles – including but not limited to, addition, subtraction, multiplication, division, percentages, fractions & rounding.
- **Computer Skills** – Knowledge includes but is not limited to, Word, Excel, Outlook, E-Synergy & Macola
- **Critical Thinking** – Strong logic and reasoning skills used to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- **Organizing, Planning & Prioritizing Work** – Developing specific goals and plans to prioritize, organize and accomplish your work.
- **Resolving Conflicts & Negotiating with Others** – Handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.

Personal Characteristics:

- Strong organizational skills
- Honest, positive & helpful attitude
- Well-developed interpersonal skills. Ability to get along well with diverse personalities – tactful – mature – flexible

- Bilingual Spanish a plus
- Ability to establish credibility with customers and members of the organization
- Effective communication, interpersonal and team building skills and able to manage multiple projects in a rapidly changing environment
- Quick learner and drive for continuous improvement
- Customer focused and strong willingness to help other team members

What we offer:

- Competitive salary
- Comprehensive benefits package including: medical, dental and vision
- 401K Plan
- Paid time off and holidays

Disclaimer: This job description is not intended to be all-inclusive, and employees will also perform other duties as assigned by management as required.

Company reserves the right to revise or change job duties and responsibilities as the need arises. This job description does not constitute a written or implied contract of employment.

INSTA Graphic Systems is an Equal Opportunity Employer. M/F/D/V