



Job Description:

Job Title:	Grain Logistics Coordinator	Division/Dept:	Grain – North America
Job Code:	M1562	Job Family/Pay Grade:	PTAS-2
Country:	<input checked="" type="checkbox"/> Canada <input type="checkbox"/> U.S. <input type="checkbox"/> North America	Both Non Union Union	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>

Main Function:

This position is responsible for delivering a quality customer experience through a high level of communication and customer contact. Assist sales representatives, customers and the facility in the logistics required to ensure that product moves in a timely manner to meet customer contractual obligations, customer and facility needs.

Job Duties and Responsibilities:

- Communicates with customers on a daily basis regarding grain deliveries into our grain facilities.
- Troubleshoots delivery issues and responds to customer inquiries and concerns in a timely manner, in many cases face-to-face in the facility driveway at time of delivery.
- Monitors delivery schedule on a daily basis to meet customer and facility needs.
- Ensures timely and accurate scheduling of truck deliveries, works with Grain Sales Representatives, Facility Operations Managers and Facility Sales and Admins to deliver on this objective.
- In conjunction with the grain sales staff, ensures the compliance of current negotiated contracts including contract signatures and maintenance.
- Interacts closely with Facility Operations Managers and Sales Representatives to ensure that all shipping obligations are met.
- Participates in weekly sales meeting with the Market Center Manager, Facility Operations Managers and Grain Sales Representatives.
- Utilize the footprint – direct grain to the most profitable destination.
- Participates in identifying solutions to process improvement and best practices.
- Communicates with all parties including our sales staff and customers to ensure all customers' needs are met or exceeded.
- Performs other related duties as required

Qualifications:

Experience:	A minimum of three (3) years of progressively responsible office/clerical/logistics/sales experience.	Education:	Grade twelve or equivalent Equivalent combinations of education and experience that result in the required level of knowledge skill and competence will be considered.
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Other:



Ability to work independently, handle customer objections and be a strong player in a team environment. Excellent customer service skills. Demonstrated communication, organizational and time management skills.

Essential Job Requirements:

**Bona Fide
Occupational
Requirements**

U.S.: FLSA

- ☐ Exempt
☐ NonExempt

Disclaimer:

This job description is not designed to be a complete list of all the duties and responsibilities required of this position.