

Summary:

This hands-on position coordinates shipping activities necessary to support the delivery of the Phantom Experience to our customers. The Logistics Coordinator is accountable for shipping data management, coordinating with carriers & other departments, and ensure shipping cost goals, lead times & ship dates are met.

As a member of the shipping team, the Logistics Coordinator will participate in the achievement of corporate and departmental goals, consistently demonstrate and encourage in others the organization's core corporate values and support Phantom's overall strategic vision.

Department Structure:

This position reports to the Shipping Supervisor. Other positions reporting to the Shipping Supervisor are: Shipping Team Lead, Shipping Tech 1, Shipping Tech 2 & Shipper (Forklift Certified). There are no subordinates reporting directly to this position.

Our Values:

At Phantom Screens we value all of our employees. We are committed to providing a safe, harmonious, and respectful work environment and all employees are required to help us achieve this by practicing our core values.

- To Speak the Truth
- To Pursue Excellence
- To Serve Each Other
- To Practice Stewardship

Position Responsibilities:

(include but are not limited to, the following)

Understanding and knowledge of supporting departments:

- Orders – high level understanding of order fulfillment practices, policies, and procedures, along with distributor needs
- Production – high level understanding of capacity and effect on meeting forecasted shipments, standard times / processes for each product line
- Shipping – deep understanding and knowledge of carrier restrictions, shipping capacity, standard lead times & processes, shipping & logistics for geographical considerations
- Output – understanding of production and shipping capabilities & limitations to determine output
- Compliance Support – NAFTA, HS Tariff Code general understanding, exportation documentation (e.g. CERS & TPPCO forms)
- Keep abreast of general industry news and extenuating circumstances

Provide timely, consistent and great service for smooth shipment administration by doing the following:

- Responsible for ensuring all shipment administration is completed accurately and within expected timeframes (e.g. Bill of Ladings, labels, shipping app information, exportation documentation, commercial invoices, etc.)
- Coordinate shipment priority and required bay locations with Shipping Team and Carriers
- Liase with Carriers, Logistic Companies & Freight Forwarders to ensure shipping cost goals, lead

times & ship dates are met

- Liaise with Orders & Production to ensure orders leave on time, communicating concerns and solving problems as they arise
- Responsible for ensuring all Shipping Request Logs, Rush, Emergency & Change Order Requests affecting Shipping are taken care of in a timely manner, including all associated paperwork
- Analyze logistics models, routes & shipments and make recommendation for improvements re: route optimization, load optimization, etc.
- Be first point of contact for questions or concerns regarding shipments
- Responsible for responding to shipping related emails in a timely and professional manner
- Responsible for ensuring all shipped items are properly selected for billing and backorders communicated
- Assist in resolving issues (e.g. documentation discrepancies, internal errors, missing pieces, etc.), handling any escalations as needed
- Identify and communicate problems to the Shipping Supervisor. When possible, suggest root cause fix

Be an active member of the Shipping and Phantom Screens team by:

- Having a great attitude, looking for ways to help and jumping in to help other members when needed or requested
- Looking for ways to help other departments serve each other and customers better
- Participating actively in trainings and meetings and continually striving to learn and grow
- Helping to improve processes and procedures to provide better and more reliable service
- Cross-training staff in shipping administrative processes

Position Requirements:

- Organized, methodical and able to remain calm and focused in an environment that is subject to constant interruption
- Proven time management skills, capable of accomplishing multiple and changing priorities by appropriately structuring workflow
- Superior communication and interpersonal skills (listening, writing and verbal)
- Ability to build/maintain positive relationships with a variety of internal and external contacts at all levels
- High attention to detail
- Demonstrate ability to be tenacious (willing to work at something until it's completely done)
- Positive attitude and an ability to handle stressful situations
- Proficient in the use of the Microsoft Office Suite of programs and demonstrated accurate keyboarding skills
- Demonstrated experience with, and understanding of, automated materials and procurement systems, such as an ERP

Academic Qualifications and Work Experience:

Graduated high school, with a minimum two years' experience in a logistics role. Experience working at a freight company or a freight broker is preferred.