



Regional Director of Operations

Summary:

Provide project management and leadership to the managers and staff of both WPL's Louisville (SDF) and Columbus (CMH / LCK) operations teams in support of all aspects of international import and export operations. Measure and analyze key operation indicators, identify trends and develop strategies to deliver overall performance improvements. Responsible for overall work processes supporting WPL US's two key customer service locations, focusing on work process improvement and optimization, quality, timeliness and efficiency. The position is domiciled in Columbus OH, no relocation compensation will be provided.

Responsibilities:

- Analyze, monitor and optimize process flows.
- Supervise and lead the CMH and SDF teams toward improving work efficiency, improved customer service, and greater operational consistency.
- Able to set and meet deadlines per internal and external customer expectations.
- Knowledge of export and associated domestic routing and documentation for all modes of transport.
- Solid knowledge of international service providers (airlines, steamship lines), domestic carriers and warehouse / CFS operators and negotiate rates and services.
- Knowledge of regulatory compliance associated with US import and export operations.
- Identify and analyze customer requirements and ensure that the level of service provided meets or exceeds customer expectations.
- Daily coordinating movement of freight, including determining routing to meet customers' rate and service time requirements and process all needed shipping documents.
- Knowledge of 3PL / CFS / warehouse operation administration including order fulfillment, dispatch and inventory controls.
- Analyze current market to ensure competitive rates and profitability and quote shipping rates to customers.
- Ensure invoicing of freight charges to customers is accurate and compliant with the established customer tariffs. Approve service provider invoices for payment and submit to the general office for payment.

- Develop effective working relationship with the management teams of both offices as well as the desk level associates.

Qualifications:

- A minimum of 10 years' experience in the freight forwarding or related industry.
- Bachelor's degree required.
- Proven track record managing senior staff and guiding them to meeting strategic corporate goals and objectives.
- Excellent written and verbal communication skills with ability to develop strong relationships with WPL managers, key staff, service providers and clients alike.
- Detailed knowledge of air and ocean import processes including carrier arrival, processing of required documentation, importer and broker notification and CFS arrival operations.
- Solid knowledge of locally-based service providers (warehousing, CFS, local cartage, local drayage) with experience in the negotiation of rates and services.
- Solid knowledge of international service providers (airlines, steamship lines) with experience in the negotiation of rates and services.
- Knowledge of industry compliance requirements (including but not limited to C-TPAT, CBP, TSA) and experience with agency enforcement and local compliance procedures.
- Excellent computer user skills a must.
- Enjoys working in fast-paced environment.
- Excellent organizational and administrative skills.

Interested candidates should send resumes to pschwab@wen-parker.com and khatley@wen-parker.com.