



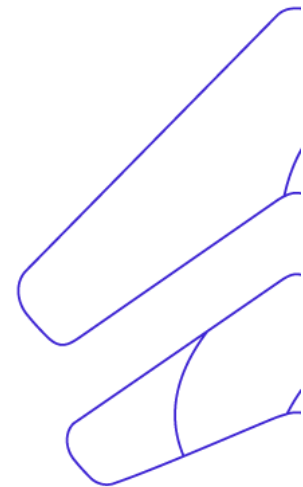
GENERAL TRACKING

Job Description - NTG

LSG Document



Controlled Document JD – General Tracking NTG



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	Name	Position	Date
Created by	Juan Pablo Saavedra	Quality Coordinator	05/20/2022
Reviewed by	Lia Olarte	Senior Account Manager	05/23/2022
Approved by			

Creation Date	Version	Main Changes	Status
05/20/2022	1	Original Version	Created
03/02/2022	2	Font and POC/Juan Pablo Saavedra	Implemented
03/28/2023	3	Schedules/Juan Pablo Saavedra	Implemented



GENERAL TRACKING

The Track & Trace Specialist's primary responsibility is to track a load through different systems, via email or phone, keep all orders status updated with the arrival, departure times, and location updates and follow up with the loads. To communicate and report the information of the load onto the TMS for visibility and advisement to prioritize and support the team with the tasks assigned. Must be actively working to assure all loads are moving as scheduled and communicate with the planners any issues or events.

Responsibilities are as follows and not limited to:

- Report to work on time for your shift each morning. If you will be running late, you must notify leadership immediately.
- Slack in your team channel when you are logged on, breaking for lunch, and logging off each day, especially if you are working remote.
- Score a minimum of 80 out of 100 on the monthly QA scorecard.
- Accurately pull your task board each day to ensure you are capturing all loads assigned to you for the day.
- Track your assigned loads in a timely manner based on the tracking protocol and schedule.
- Newly assigned loads must go no longer than 45 minutes without a follow up.
- Identify and communicate problem loads directly to broker and CS rep via office Slack channel, loads must be escalated according to the tracking protocol.
- Follow ups must be set to the correct time according to the follow up protocol, based on status of the load.
- All reefer and freight forwarder in-transit loads must have 1 attempt per day until the day of delivery.
- All loads picking/delivery that day must be hit at least once before 1200 EST.
- You must check your inbox for corresponding emails with carriers before starting a new thread.
- Load notes must reflect accurately with the information given and must have all necessary information based on tracking protocol.
- All information required on the reefer and freight forwarder protocols must be notated in the load.
- Utilize GPS location updates as applicable on all loads assigned to you.
- Track all loads assigned to you to the best of your ability, communicate with leadership when or if you run into any issues.



You may be asked to assist in all the above tasks for other brokers when other team members are out.

When you have additional time:

- Answer Phones for the office.
- Assist your team members in tracking.
- Continue your training in all aspects of operations.

Metrics and Expectations:

- You are required to hit a minimum of calls per day, it will be assigned by your team lead.
- You are required to hit a minimum of touches per day, it will be assigned by your team lead.
- You are required to hit a minimum of loads touched per day, it will be assigned by your team lead.
- You are required to hit a minimum of status changes per day, it will be assigned by your team lead.

Skills and Knowledge:

- Computer Skills including the ability to operate computerized logistics, spreadsheets, and word processing programs.
- Stress and time management.
- Organized with high attention to detail.
- Report, Creation, and analysis.
- Problem-solving.
- Proficient in all internal software.
- Proven written and verbal communicator.
- Proven team member with the ability to collaborate across all departments.
- Proficient in Microsoft Office.
- U.S Geography.
- Computer (Specifications will be defined by the ITC Department).
- Phones (Specifications will be defined by the ITC Department).

Systems:

- Microsoft Outlook
- BOS
- Slack
- VOXO



Schedule:

Day shift: Mon to Fri 08:00 AM - 05:00 PM EST.

Night shift: Mon to Fri 05:00 PM – 02:00 AM EST / 23:00 PM – 08:00 AM EST / 00:00 AM – 09:00 AM EST.

Weekend: Sat to Sun 07:00 AM – 07:00 PM EST / 08:00 AM – 08:00 PM EST.

Reports to:

Maria Castro (Account Manager)
Team Lead

Personal Attributes:

The Logistics Coordinator must maintain confidentiality when performing the duties, since truck routes and commodities documentation may contain delicate information. The employee must also demonstrate the following personal attributes:

- Be honest and trustworthy.
- Be punctual and respectful.
- Be patient.
- Demonstrate work ethics.

Working conditions:

The staffer will have to spend most of their shift sitting and using office equipment and computers. They may find the environment to be busy and will need excellent organizational and time management skills to complete the required tasks.