

## **Job Title: Freight Forwarding Import Operations Agent**

**Cargo Logistics Group** provides tailored, full service Domestic and International logistics solutions to our customers in the US and around the globe. For the past 23 years, we have dedicated our resources to expand upon our people-first philosophy, while upholding a high-level of experience and industry skills that allow our agents to efficiently coordinate and regulate the movement of freight over air, land and sea.

### **Benefits:**

- Location: Columbia, MD
- Competitive salary
- Medical Insurance
- Retirement plan with company match
- Paid vacation and holidays
- Positive, high-energy, committed group of Transportation professionals
- Full-time
- Training
- Proprietary logistics software
- Comfortable work environment
- Eco-friendly

### **Qualifications:**

- Bachelor's Degree or a demonstrated equivalence in job-related experience
- Air and Ocean background highly preferred
- Minimum 3 years of Operational logistics experience working with an International Freight Forwarder
- Must have knowledge of air & ocean freight imports, ISF filings, ACE
- Must be detail-oriented while working in a fast-paced environment.
- Must have knowledge of all import documentation procedures
- Excellent customer service, communication (both written and verbal), problem-solving and organizational skills
- Proficiency in MS Office Suite (Word, Excel and other IT applications as trained/required) with willingness to learn new software systems

## **Tasks and Responsibilities:**

- Manage daily logistics functions to ensure customer satisfaction.
- Investigate, monitor, plan and execute the most appropriate route for a customer's import shipment.
- Respond to issues relating to logistics, transportation, and any customer concerns both efficiently and effectively.
- Provide international documentation expertise (certificate of origin, bill of lading, customs documentation, etc.)
- Must demonstrate a "can do" attitude.
- Communicate frequently with customers and carriers
- Track shipments, schedule deliveries and keep customers updated on status of all shipments.
- Provide superior customer service
- Negotiate and prepare rate quotes upon requests from customers and agents

Cargo Logistics Group is unable to support "sponsorship of Visa".

Please submit resumes to: [careers@cargologisticsgroup.com](mailto:careers@cargologisticsgroup.com).