

Logistics Coordinator FALK Panel

Falk Panel is a producer and supplier of premium Insulated Metal Panels for Industrial, Commercial, Agricultural, and Residential building needs.

Located in West Michigan, we are excited to have the most technically advanced, panel production facility in North America. Our talented and committed employees have deep experience in the world of metal roofing and siding systems. We are a quality driven organization that strives to provide the insulated metal panel market with exceptional value and craftsmanship. We work hard to ensure our panels are future-proofed and exceed our customers' expectations. Falk Panel is unmatched in its' approach to customer service; we can supply fasteners, flashing, trim, tools, and vacuum lifting systems, and expert advice and all from one location.

Falk Panel is dynamic, we are moving forward, searching for new ways to improve what we do and who we are, and looking for energetic and engaged people to join our team.

Benefits of being part of FALK Family:

- Privately owned, beautiful place to work (brand new, clean and bright)
- FREE Healthcare (Medical, Dental and Vision)
- IRA with Company Match
- Paid Holidays
- Paid Vacation
- Family-owned company with TONS of room for growth

About the position:

As a Logistics Coordinator at FALK Panel, you will be responsible for overseeing all in-transit shipments while working directly with carriers to move our customer's freight in the most economic and efficient way possible. You must be an aggressive, energetic problem solver who thrives in our fast-paced work environment. This role will report to the Logistics Supervisor.

Responsibilities:

- Tender shipments in a manner that optimizes and consolidates loads to meet customer demands and maximize efficiency and profit, including panels, trims and accessories.
- Load maintenance- work with other departments to resolve pending issues, close loads that have delivered, call applicable parties to collect load-related paperwork. (Including assisting Billing, CSR & Sales Reps with carrier related calls.)
- Dispatch drivers to/from necessary loads
- Supervise orders and organize storage/stocking to ensure ease in loading.
- Communicate with Brokers, Drivers, Customers to achieve profitable deals.
- Ensure the best customer service, following our company promise "No Surprises."
- Follow-up and communicate status of shipments to ensure on-time customer delivery requirements are met.

- Plan and track the shipment of final products according to customer requirements.
- Keep logs and records of Executed Orders.
- Work with Canadian Broker for cross-border shipments.
- Execute all Fed-Ex shipments.
- Additional duties as assigned.

Work environment:

- This position operates from a FALK Production Office environment.
- Electronic communication will take place on a company provided laptop via e-mail, and other internet forms of communication and phone communications.

Basic qualifications:

- Education; High School Diploma or equivalent
- 5+ years proven experience as Logistics Coordinator/Dispatcher.
- Experience in customer service, must be comfortable speaking on the phone with General Contractors/Construction employees to discuss receiving loads/pre-planning.
- Knowledge of DOT laws, regulations, and requirements.
- Ability to work with little supervision and track multiple processes a must.
- Computer-knowledge with working knowledge of Microsoft Office.
- Outstanding organizational and coordination abilities.
- Excellent Communication and interpersonal skills.
- Exercise excellent decision-making abilities