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W [www.caliber.global](http://www.caliber.global)**Position Description****Job Title:** Freight Operations Coordinator International  
**Location:** USA  
**Reports to:** Director Operations**Updated By:** Mariska Romein  
**Updated Date:** 02/11/2022**Summary:**

Caliber.global is focused on finding the best logistics solutions for project(s), anywhere in the world. We make the global transportation of furniture, fixtures & equipment (FF&E) easier, faster and more efficient. We are a truly independent 4PL, finding the best carriers and rates while controlling all PO's and shipments in our cloud based IT platform. To this 'Control Tower platform' we connect customers, suppliers, carriers and general contractors. All parties gain access to the same relevant (live) data, with up to date and accurate information & milestones on the entire inbound flow for each project.

The 'connected environment' ensures individual silos start acting as an integrated network. Having visibility across the entire network allows us to manage orders and the transportation to project job site(s) with unparalleled levels of control, coordination and (cost) efficiency. With each milestone and data-point captured in our IT system, it is able to detect and highlight important 'exceptions' (e.g. missed deadlines, damages, backorders) to our teams for immediate follow up - significantly lowering the risk of disruptions.

Caliber.global has offices in America, Canada, Hong Kong, Shanghai, India and The Netherlands.

**Responsibilities**

The primary responsibilities of this full-time position will include planning, quoting, routing, booking, and tracking of domestic and international shipments for high profile customers, based in Columbus and other US markets. This includes all International consolidated sea- or airfreight, International air and ocean consolidation and export from the US and Canada to international destinations, including all customs and documentation requirements.

The Freight Operations Coordinator works within the Move Tower located in Columbus, Ohio in the USA.



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*Responsibilities and essential* job functions include, but are not limited to the following:

- Control over Initiation (Organization)  
Develop best practices for logistics and transportation activities.  
Customer service, data entry, and/or dispatch pickup and delivery of freight via air, truckload, LTL and local modes.
- Control over Planning (Time);  
Ensure prompt and accurate completion of all paperwork associated with movement of inbound and outbound shipments.  
Track shipments. Update computer system. Obtain recovery and POD information and enter into the computer with charges if applicable.
- Control over Execution (Quality/ Communication);  
Enter pickup, delivery, and re-routing information to systems as needed with focus on Exception Management.  
Provide a high level of customer service to both internal and external customers.  
Must be aware of FAA Security program, packaging and crating procedures, and hazardous materials management.  
Manage and maintain communication regarding international and inbound shipments to meet inventory planning and customer/sales needs. This includes communication with suppliers, site, general contractors, and Control Tower.  
Facilitate corporate relationships with outside freight carriers; such as selection, qualification, or performance evaluation.
- Control over Closure (Budget);  
Maximize and consolidate shipments to achieve the best level of pricing and service.  
Ensure timely pick-ups, recoveries, deliveries, and airline and agent selection, while maintaining cost controls.  
Assist in the preparation and approval of rate quotes or shipment costing for internal and external customers.
- Uphold CALIBER.GLOBAL's Core Values, Mission Statement, and Quality Policy.
- Other duties as assigned.



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**Qualifications:**

This is a complex entry-level position. To perform this job successfully, an individual must be able to quickly become proficient in each essential duty and is a team player with a positive attitude and proven ability to work within a team environment.

**Educational level:**

2+ years' experience/ knowledge of International Air and Ocean industry including operations, customs and regulations.

High School Diploma or GED required. Bachelor's Degree preferred or equivalent combination of work experience.

Organized and able to handle multiple projects under pressure and timelines to successful completion.

The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Skills:**

Effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Clear & consistent communications (both writing & speaking) in English; multilingual preferred.

Excellent verbal/written communication skills and intermediate technology proficiency (Excel, PPT, etc.).

Makes customers and their needs a primary focus of one's actions; developing and sustaining productive relationships.

Ability to plan work to ensure that work is completed efficiently.

Must be flexible and able to work well with all departments and levels of staff both internally & externally.

Possess a sense of urgency, able to work under pressure, and comfortable in a fast-paced, metrics-driven environment.

Self-starter, professional, goal oriented and able to handle multiple tasks.

Must be responsive and able to solve complex problems as they arise.