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Position Description

Job Title: Order (Operations) coordinator
Location: USA
Reports to: Order Operations Coordinator lead

Updated By: Mariska Romein
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Summary:

Caliber.global is focused on finding the best logistics solutions anywhere in the world. We support leading global (retail) brands, making global transportation easier, faster, and more efficient. We are a truly independent 4PL, finding the best carriers and rates while managing all PO's and shipments through our cloud-based IT platform. We own and develop our own Control Tower software systems and solutions. We connect customers, suppliers, carriers, and general contractors on the same software platform. 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 can detect and highlight important 'exceptions' (e.g. missed deadlines, damages, backorders) to our teams for immediate follow up - significantly lowering the risk of supply chain disruptions.

Caliber.global is 'Great Place to Work' certified and has offices in Columbus, OH (United States), Toronto (Canada), Hong Kong (China), Shanghai (China), Mumbai (India) and Arnhem HQ (The Netherlands).

The Order (operations) Coordinator supports the team with purchase order management. His/ Her tasks include a lot of data entry and cleanup.

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

- PO management; PO Creation (if not automatically uploaded), updating PO dates and pushing the PO's to ASN ready.
- Managing project milestones in MyCaliber; e.g. updating store opening date, etc.
- Continuously Logging Issues in the Issue Management Tool
An issue should be logged for every event that:
 - Impacts a planned and/or a requested date from ASN creation till delivery to a warehouse or store.



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- Backorders, incorrect labeling, discrepancies on shipped items
- Missed pickups, refused or rescheduled deliveries
- Issues caused to the supply chain like transit delays due to the carrier
- Collect POD - close shipment
- Managing all PO dates
- Onboarding with Caliber App and Cross Dock if necessary
- Pushing ASN to a shipment and determining consolidation options together with Freight Operations Coordinator.
- ITR Reporting; Operational reporting
- Serve as primary point of contact for all PO related issues on all assigned projects between customer, suppliers, site supervisors, transportation team and the Control Tower team
- Work from budget & spot rate to buy at best forwarder
- Work from budget & spot rate to buy at best Carrier
- Cut TO

- Uphold CALIBER.GLOBAL's Core Values, Mission Statement, and Quality Policy.
- All other duties as assigned.

Qualifications:

This is an entry-level position.

To perform this job successfully, an individual must be accurate and willing to learn and grow.

Educational level:

- Junior college or equivalent experience required.
- Affinity with transportation and logistics

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:

- Strong working knowledge of MS Office, especially advanced Excel skills and interest in other systems as well.
- Organized and able to handle multiple projects and timelines to successful completion.
- Clear & consistent communications (both writing & speaking) in English; multilingual preferred.
- Must be well organized, efficient, focused and able to effectively multi-task.
- High accuracy in data entry and control