

Transportation Broker Job Description (In Training*)

This is a non-exempt position. Transportation Brokers are the middlemen that bring shippers and carriers together to move truckload and LTL volumes of dry, refrigerated and flatbed cargo. They provide a knowledge base for all parties in the exchange of goods. Because of the nature of the job, brokers are frequently required to carry pagers and bird dog problems outside of the normal work hours. The job is varied and requires a great deal of discretion and independent thought. Therefore an exact description cannot be standardized. However, transportation brokers must have special training, experience and expertise in the following areas:

◆ Shipper/Carrier Acquisition

Contact new customers and draw on unique competencies to demonstrate how the business (ALC) can be beneficial to the customers, i.e. reduce freight costs or improve efficiency.

◆ Rate Negotiation

Have up to date personal knowledge of market freight rates in order to determine a “fair” price to pay trucks and charge shippers. Improper negotiation could result in a loss of income for the business (ALC), excessive charges for the shipper, or insufficient revenue for the carrier.

◆ Loading Procedures

Have specific knowledge regarding product compatibility and shipping requirements for dry loads and temperature requirements and maintenance when handling produce loads. Improper loading procedures could result in damaged or refused product and thousands of dollars in unusable product for the carrier and the shipper. This could also lead to lost sales revenue for both the receiver and the business (ALC) and may increase liability expenses incurred by the business.

◆ Load Routing

Determine optimal loading and delivery patterns and times using their own creativity in order to minimize time and miles traveled. Improper load routing could result in delayed product delivery, which may ultimately render the product useless, as would be the case if a load of Christmas trees were delivered on December 26th. Ultimately this could lead to lost sales revenue for both the receiver and the business (ALC) and may increase liability expenses incurred by the business to make the shipper whole again.

◆ After Hours Contact

Occasionally make him/herself available for after office hours contact by both carriers and shippers by being “on call” throughout the night. In order to be of assistance to after hours callers the broker must possess specific knowledge acquired through months and years of experience.

◆ Claims Management

Negotiate with carrier and shipper/receiver to arrive at an amicable solution for all parties involved, often having to invent the appropriate solution for the satisfaction of all. The solution for the various claims is rarely the same.

