



Division/Department: Magno	Location: All
Job Title: Managing Director, Ground Services	
Reports to (Title): Chief Operating Officer	

Type of Position:	FLSA Status (U.S. Only)
<input checked="" type="checkbox"/> Full Time	<input checked="" type="checkbox"/> Exempt
<input type="checkbox"/> Part-time	<input type="checkbox"/> Nonexempt

GENERAL DESCRIPTION

Responsible for all aspects of establishing a north American truckload brokerage operation including, but not necessarily limited to appropriate licensing, certifications, initial staffing, carrier selection criteria, carrier management, pricing, customer service, etc., working in collaboration with Chief Operations Officer. Helps develop strategy of the domestic ground product in conjunction with the brokerage operation to drive long-term growth and oversees related operations. Drives key initiatives, and operational excellence to ensure market competitiveness, service excellence and profitability. Other responsibilities include recruiting and providing strategic guidance, supervision, and leadership to a diverse workforce. Other management duties as assigned.

ESSENTIAL JOB FUNCTIONS

- I. Operations
 - Implements new business and assures start-up success
 - Recruits, vets and on-boards carriers/vendors to support current and projected growth requirements
 - Manages technology for carrier vetting, carrier selection process and carrier settlement
 - Conducts QBR's with key service providers; record, publish and promote results with all stakeholders
 - Develops procedures to support ground product operations

- II. Business Development
 - Collaborates closely with staff involved in sales and revenue growth with dotted line responsibility for North American surface client account management
 - Actively engages with sales to identify, develop and close revenue opportunities for domestic services including cross- and up- sell of existing clients and new business from new clients
 - Regularly monitors domestic services opportunity pipeline in CRM (Vision) for relevant opportunities
 - Oversees pricing and Rfx for the domestic ground product

- III. Financial
 - Establish budget and manage revenue and expenses to budget goals



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<ul style="list-style-type: none"> - Takes full profit and loss accountability for the domestic ground product - Proactively engages with all stakeholders to drive margin improvement for the product on an ongoing basis <p>Other duties, as assigned.</p>	

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PHYSICAL REQUIREMENTS

- Talking, hearing and using hands to operate computer equipment
- Vision abilities required by this job include close vision and the ability to adjust focus
- Job may require extended sitting or standing, use of standard office equipment

OTHER SKILLS AND ABILITIES

Competencies:

- Excellent written and verbal communication skills
- Demonstrates effective negotiation and closing techniques
- Strong understanding of the truckload industry to include equipment types, carrier capabilities, pricing and regulations
- Strong understanding of U.S. geography
- Strong working knowledge and understanding of DOT requirements, safety and security procedures
- Excellent organizational and problem solving / analytical skills
- Business Acumen / Strategic Thinking
- Leadership / Interpersonal Skills
- Proficient in MS Office (Excel, Word, PowerPoint)

EDUCATION AND DIRECT WORK EXPERIENCE

- High School Degree or GED required / Bachelor's degree preferred
- Minimum fifteen years related experience, including five years in management of a brokerage operation

OTHER REQUIREMENTS



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Professional certification may be required in some areas	

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

REVIEWED BY	<i>Title</i>
APPROVED BY	<i>Title</i>