

**SUMMARY**

Provides complete support to customers and Sales Managers responsible for a defined geographic territory and/or specific National Account.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Receives and carries out instructions.
- Interprets, prepares, processes and responds to all customer bids assigned to area of responsibility by deadline indicated.
- Coordinates processing of all Legal Contracts for area, including Legal review and subsequent customer negotiations.
- Analyzes lane profitability and yield using departmental tools and reports, determines appropriate corrective measures, and follows through as needed.
- Prepares, audits, and submits annual customer cost recovery increases to Sales Managers for presentation to Customers.
- Publishes and processes the final Cost Recovery upon receiving Customer agreement.
- Prepares rate proposals and presentations for customers as requested by Sales Managers.
- Receives rate calls from customers, quotes existing rates if available or determines appropriate rate to quote, and documents accordingly.
- Publishes, scans, indexes and mails tariff and contract rate schedules to customers.
- Analyzes daily rate audit reports, determines appropriate corrective action if needed, and follows through to resolution of issue.
- Responds to customer requests for various reports. Determines whether a standard report will suffice. If not, prepares a custom report utilizing various means available.
- Provides complete inside support for designated Sales Managers or Strategic Account Relations Managers.
- Prepares and updates business plans, and distributes to Operations, Sales Managers, and various Managers.
- Follows up on all Sales Manager correspondence to ensure completion of items.
- Serves as point of contact for questions from other Departments concerning customer accounts and provides interpretation of intent and overall direction on a variety of issues.
- Assists with special projects as needed.
- Maintains regular and predictable attendance.

**KNOWLEDGE, SKILLS AND ABILITIES**

- Ability to read, write, talk and hear.
- Ability to add, subtract, multiply and divide.
- Ability to lift and/or move up to 10 lbs. as required.
- Proficient in the use of a computer and computer programs.

**EDUCATION AND/OR EXPERIENCE**

Bachelor's degree (B.A.) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.

**I have read and understand the functions of the position as defined above.**

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**Employee/Applicant Signature**

\_\_\_\_\_  
**Employee/Applicant's Printed Name**

\_\_\_\_\_  
**Date**

This Job Description is intended to describe the general nature and the level of work being performed by employees assigned to this classification. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

