



## Logistics Job Description

**Employer - METYX USA Inc.** 2504 Lowell Road Gastonia, NC 28054

**Organization Unit:** Warehouse

**Supervisor:** Sales Manager

**Manager:** Production Manager

The Logistics position is responsible for managing all aspects of shipping routes and delivery, specifically with regard to customer satisfaction. The logistics department is responsible for responding immediately to customer questions and complaints and for notifying customers about any delays in the delivery schedule. Staying on top of all accounts and coordinating with other departments are essential qualities to possess in this position. High School diploma/GED required and at least 5+ years previous experience in logistics. A working knowledge of computer systems and cargo management software preferred. Must have excellent communication and time management skills in a fast-paced company.

### Duties/Tasks:

- Manage the inventory of raw materials and finished goods
- Prepare accurate bills of lading
- Satisfy air bills in a timely manner
- Communicate with delivery companies to ensure prompt delivery of shipments
- Arrange same-day deliveries whenever possible
- Review purchase orders and shipment contents prior to release from our facility
- Track and analyze any errors in shipments
- Respond to customer inquiries and refer clients to the appropriate channels
- Ensure the quality of all services and processes within the facility
  - Oversee the life cycle of products, including preparation, shipping and receiving
  - Place orders into computer and track shipments across multiple channels
  - Monitor entire process of cargo movement

These instructions are guidelines and are intended to help with duties. There are a number of things that must be done in order to be successful which are not included in this guideline. Remember to report any problems that you encounter to your supervisor or manager so the corrective action can be taken.