



# Job Description

Operations Coordinator | Portland, OR

**Position: Operations Coordinator**

**Location: Portland, OR**

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If you are looking for a career opportunity with an award-winning, fast-growing, financially stable company, ICAT Logistics, Inc. can meet all your expectations and more.

ICAT Logistics, Inc. strives to be the workplace of choice for the best and the brightest in our industry. We aim to fill this position with a professional candidate with strong logistics and sales experience—one that can create and maintain meaningful relationships with new and existing customers. Our industry is everchanging, so we are seeking a team member who is flexible and organized enough to take these changes in stride.

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

- Prioritizing, scheduling, and routing shipments for transportation throughout the world
- Assisting with the day-to-day coordination, execution, and tracking of all shipments
  - Entering shipments and quotes into the operating platform
  - Tracking and tracing freight; providing estimated times of arrival and verifying piece counts, entering accurate notes in the system
  - Gathering proof of deliveries and entering in the operating system
  - Gathering and entering vendor costs into shipments
  - Preparing shipments for invoicing within time frame of ICAT policy
- Assisting to review vendor billing discrepancies (variances)
- Preparing quotations and coordinate documentation between customers and vendors
- Supporting the ICAT CX initiative by providing a high level of customer satisfaction and operational proficiency to meet growth and profitability goals as well as providing customers with WOW experiences
- Performing other emergent duties and projects requested in support of ICAT's fast paced environment

**Minimum Job Requirements:**

- High school education required and some college ideal
- Able to foster accountability and commitment to achieve department goals

- Desire and drive to learn and grow
- Outstanding communication skills – Excellent verbal and written with an emphasis on listening
- Extremely well organized, with the ability to handle multiple tasks simultaneously
- Able to plan and effectively set priorities for implementation
- Advanced skills with Microsoft office products
- Ability to work in a response-oriented industry
- Ability to build relationships with internal and external clients
- Ability to anticipate and analyze problems, document issues, and recommend solutions
- Ability to relate to and successfully interact across a variety of settings and work well with a broad and diverse workforce throughout the organization
- Ability to deal with a fast-paced entrepreneurial environment

**Personal Characteristics:**

- Possess a strong work ethic with a persistence in pursuit of objectives
- Understand and respond to situations that require a sense of urgency
- Consistent in follow-up and follow-through
- Credible with a high level of personal integrity
- Desire and drive to learn and grow
- Loyal and dedicated to the success of colleagues and team members
- Optimistic outlook toward all activities – ability to transmit this optimism to others
- Will naturally adopt ICAT's core values and seamlessly assimilate into ICAT's culture