



**Position overview:** To provide a superior customer experience through brokering loads which meet customer expectations for price and service while maximizing our margins.

**Key Responsibilities:**

- Proactively develop relationships with carriers to ensure capacity and pricing is available to meet customer needs and exceed Gross Margin for TL shipments
- Innovative approach for searching for new multi-mode options to address capacity and pricing requirements
- Work with Customer Service and Sales to achieve year over year TL growth
- Collaborate with LTL / Sales to ensure customer satisfaction and desired margins are achieved
- Orders are entered timely and accurately per Order Entry procedures
- Phones are answered timely and professionally complying with standards
- Proactively manage the volumes by working in advance on posted loads
- Proactive communication within various teams exists to ensure account retention
- Dispatching drivers timely and efficiently to achieve a 98% on-time service performance

**Contact:**       Samanthia Mills

samanthia.mills@sagaintl.com

901.878.3237