Company Name:	Dover Services, Inc.
Employment Type:	Regular - Full Time
Position Title:	Freight Broker & Inside Sales
Department:	Sales
Reports To:	President

Responsibility Summary:
Freight Brokers & Inside Sales staff plan and organize cargo shipments at Dover Services. They communicate with carriers and negotiate the best way to send cargo to its destination which can be a single customer or a point of distribution. Freight brokers & Inside Sales staff act as experts in supply chain management. They know and apply the rules and regulations for each specific type of cargo and communicate the conditions and costs to the customers. At Dover Services, Freight Brokers & Inside Sales staff are compatible with a learning, data driven, performance based incentivized culture. This is an integral part of the "Dover DNA".

Responsibility Details:
- Responds to or contacts customers or potential customers to discuss planned shipments.
- Reach out to past/inactive customers to generate new business.
- Solicit referral business from present customers.
- Solicit information from carriers about present and future equipment availability and capabilities.
- Enters and updates information into Dover software system.
- Searches and uses internet service to advertise each day’s shipments.
- Provides quotations to customers.
- Negotiates price with the customer if their original suggested price or quote is not accepted.
- Completes shipping, insurance, and customs documentation.
- Contracts for transportation of cargo with shipping companies.
- Discusses planned shipments with customer to determine contents, schedule, destination, and related matters and informs customer of available methods of transport, shipping rules, insurance requirements, customs documentation needed, and any other logistics-related issues.
- Determines shipping methods and routes from pick-up location to final destination.
- Uses rate schedules and company contacts with transportation firms to determine carrier best suited to meet customer needs.
- Negotiates with carriers to obtain optimum rate for customer's cargo.
- Determines related logistic needs and costs, such as packaging, insurance, inspections of goods before leaving point of origin, tariffs and duties, and any other brokerage services.
- Prepares itemized quotation for services and forwards to customer for discussion and acceptance.
- Makes arrangements to move goods when quote is accepted.
- Coordinates transportation and logistics details with shipping companies.
- Prepares bills of lading, invoices, export/import documents, and other required shipping documents.
- Tracks shipments and notifies customers of cargo shipment, status enroute, and time of delivery.
- Sends confirmation to customer when loads are delivered by acquiring proof of delivery from the carrier and forwards documentation to the customer.
- Traces lost shipments as necessary.
- Forwards proof of delivery to the Dover administrative department to process payment to carrier and collect payment from customer.

Personal Qualities:
- Intrapreneurial
- Adaptable to a performance, data driven incentivized environment
- Integrity
- Initiative
- Patience
- Goal oriented
- Self confidence
- Self-competitive
- Collaborative – work with other staff responsible for other aspects of Dover operations
- Enjoy public contact with a service orientation
- End-game solution orientation
- Resilience and self-control

- Stress and pressure tolerance
- Persistence
- Dependability
- Decisive
- Flexibility – ability to work independently and collaboratively as situations require
- Ownership and personal responsibility

Skills and Competencies:
- Active listening observation and inquiry
- Time management
- Coordination
- Critical Thinking and problem solving
- Communicate by telephone, email, text, video or in-person in a clear, consistent, and understandable manner
- Basic sales ability
- Active learning
- Able to organize, prioritize, and follow through on tasks to completion
- Ability to work with information in numerical, tabular, narrative, schedule, or chart-based formats
- Negotiation
- Relationship building and maintenance
- Handle detailed structured tasks and follow procedures while making judgments and decisions in the absence of the latter
- Timely mastery and maintenance of information related to successful performance
- Social perceptiveness
- Ability to handle emotionally charged, crisis, or unexpected situations

Knowledge:
- Customer and carrier development
- Trucking and materials transportation – including rules and regulations
- Proficient in Office 365 (outlook, teams, one drive, word, and excel), Google Chrome search engine, transportation management systems, and customer relationship management systems
- Fundamentals of prospecting and selling.

Technology Requirements:
- Laptop/Personal Computer – 90% of time during work day
- Desk phone: 90% of time during work day
- Personal Smartphone: 30% of time during work day
- Remote meetings/conferencing – 10% of time during work day
- Word processing, presentation software, spreadsheets – 10% of time during work day
- Headsets – 90% of time during work day

Physical Requirements:
According to the U.S. Department of Labor, 1991 Revised Handbook for Analyzing Jobs, this position is classified as **Sedentary:** Meaning exerting up to ten pounds of force occasionally or a negligible amount of force frequently to lift, carry, push, pull, or otherwise move objects, including the human body. Sedentary work involves sitting most of the time, but may involve walking or standing for brief periods of time.
- Speaking – 50% of time during work day
- Hearing/Listening - 50% of time during work day
- Seeing/Reading - 90% of time during work day
- Typing/Keying - 90% of time during work day
- Writing – 40% of time during work day
- Dexterity - 90% of time during work day
- Sitting - 90% of time during work day
- Standing - 10% of time during work day
- Reaching - 10% of time during work day
- Color Vision - 90% of time during work day

Environment Conditions:
- Fully remote with occasional travel for initial onboarding and annual team meeting
- Noise – Medium intensity from incoming calls and computer notifications – 90% of time during work day
- Distraction – Medium intensity from employee questions, comments, and concerns – 20% of time during work day
- Hours of operation - Monday through Friday from 8:00 A.M. to 5:00 P.M. EST with occasional weekends and holidays depending on demand of the business

This position requires acceptance of other duties and responsibilities as assigned by management, including cross training and/or changing work location due to disruptions caused by natural disasters, civil unrest, or other unforeseen circumstances.

Dover Services is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

PRIMARY SOC: 43-5011
ESCO: 3331
SECONDARY SOC: 41-3091
SECONDARY ESCO: 3322

Relevant Military Occupational Codes (MOC's):

9467 Navy- Shipping Operations Officer (Commissioned or Warrant Officer)
Transportation managers are responsible for coordinating and managing the movement of personnel and material on commercial and military transport. All modes of transportation must be identified, procured, maintained, and managed in order to move military personnel within the United States and abroad. Transportation managers oversee all procedures related to the movement of military-related personnel and material. They plan and coordinate all functions involved in the successful movement of material, personnel, or personal property via water, air, highway, rail, and multi-modal transport systems. They direct procurement efforts and assess transportation capabilities.

3102 Marine Corps - Commissioned or Warrant Officer)
Same descriptors as above

88N Army – Transportation Management Coordinator
Transportation specialists coordinate, monitor, control, and supervise the movement of personnel, equipment, and cargo by air, land, and sea. Along with managing technical and logistical support for all facets of transportation operations, they initiate, research, and propose necessary changes to the traffic management system for cost effectiveness and to meet mission requirements.

88A – Army – Transportation, General (Commissioned officer only)
Transportation managers are responsible for coordinating and managing the movement of personnel and material on commercial and military transport. All modes of transportation must be identified, procured, maintained, and managed in order to move military personnel within the United States and abroad. Transportation managers oversee all procedures related to the movement of military-related personnel and material. They plan and coordinate all functions involved in the successful movement of material, personnel, or personal property via water, air, highway, rail, and multi-modal transport systems. They direct procurement efforts and assess transportation capabilities.

882A – Mobility officer (Warrant Officer only)
Same Descriptors as above

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