



The **Director of Client Relations** will direct the management of all transportation sourcing initiatives from beginning to end. He will guide a team of project managers to complete sourcing initiatives for active clients. They will practice leadership qualities that institute positive cultural attributes that encourage workplace productivity, creativity, and an overall positive environment. They will report directly to the VP of Ops on all active projects' status, challenges and needs from start to finish. They will manage the discovery phase of new projects and initiate protocols necessary to put PMs in a position to succeed with new projects. They will evaluate personnel on a quarterly basis, and manage the recruitment process for needed additions to team. Our salaries are market competitive and commensurate with experience.

- Manage team of project managers who are assigned to active accounts
- Institute and monitor personnel effectively within sourcing initiatives tied to active accounts
- Manage, understand, and report to Vice President of Operations all deadline progress, challenges and roadblocks present with personnel and active accounts
- Communicate directly with clients during major project milestones
- Provide guidance and mentoring to project management team to maximize client satisfaction
- Travel to clients as necessary for discovery phase milestones and results presentations
- Deploy appropriate resources with guidance of Vice President of Operations for all active initiatives
- Manage resource bandwidth and project initiative timelines
- Create effective contingency measures to avoid deadline movement within all active client projects
- Manage hand-off process from pre-contract team to operations team for all new business
 - Participate in discovery meetings to maximize resource assignment efficacy for new business
- Assess resource needs and personnel challenges quarterly
 - Report collective results to Vice President of Operations quarterly
 - Institute action plans for resource replacement and recruitment process
- Institute 1:1 mentoring and progress reporting with entirety of PM team
- Manage training plans for new hires



- Work directly with Director of Analytics on task coordination and expected milestone dates for all active client projects
- Collectively monitor and manage all communication that flows inter-departmentally for task completion associated with active client initiatives (i.e. analyses required for sourcing initiatives)
- Define project tasks and resource requirements
- Monitor and guide all active projects to ensure deadlines and projected revenues are met
- Create notification protocols necessary to address changes in expected profit tied to active initiatives
- Analyze and understand the data contained in individual Carrier data files
- Analyze and manage multiple Clients' shipping patterns
- Ensure that company procedures and processes are followed and maintained
- Ability to work overtime as needed to meet Project deadlines