

# Operations Department

## ***Interstate Moves Coordinator***

### **Accountability:**

Reports to the Operations Manager.

### **Scope of responsibilities:**

To route and coordinate long distance trips while making interstate department profitable.

### **Job Responsibilities:**

- To handle sales files by entering the file into the computer, placing file tags on Board under correct delivery or pick up dates and filing the files
- To handle contracts by attaching the pickup/delivery contract to files and entering the contract information into the computer
- To talk to the salesperson that is responsible for a particular job when something on the file is not that clear or when a problem arises so as to clear any potential problems for the next day, i.e. form of payment or the number of workers and trucks for a job
- To route and plan trip by scheduling customers according to location and delivery needs and calculating profitability of trip based on line haul/expenses incurred by driver, etc.
- To ensure that the customers know about the scheduled move: to confirm the customer's address, telephone number, balance due, date of delivery
- On pick-up day, to confirm delivery information, if necessary, to raise rate according to extra cubic feet
- To acquire approval on balance due from Accounting/approval on storage due from storage
- To prepare Storage for day of loading and make out loading order
- To prepare Dispatch for day of loading and send request for approval
- To ensure that the scheduled Long Distance Movers are present in the morning and on the appropriate truck for the specific job
- To prepare driver for day of loading by giving him/her a copy of trip schedule and contracts, and to have money prepared for by appropriate person for driver tip (given to driver by special instructions)
- To ensure that the scheduled Long Distance movers will be at the scheduled job at the scheduled time
- To work with agents: provide agents with rates and schedule any last minute return jobs
- During a trip, to talk to driver on daily basis and schedule any last minute return jobs
- To resolve any problems that arise while the Long Distance mover is on a trip
- If there are problems which the Long Distance Foreman cannot solve, to resolve these problems
- To ensure that the customer pays in full and by the agreed form of payment
- To check with the garage, as trucks return, to make sure the trucks are prepared for the next trip
- To take the contracts from the Long Distance Foreman as they return
- To ensure that the amount on the contract(s) matches the money that the Long Distance Foremen collected
- To assign the movers' and foremen's working hours to payroll
- To close trip and contract by attaching delivery contracts and inventory to file and entering all final information into the computer

### **Requirements:**

Related training and/or experience

Customer Service experience