



LTL Account Manager – Job Description

We are on a mission to support our customers by shipping freight as simply as possible . . . with a little fun.

Company: FLI Transportation and Logistics
Location: Overland Park, KS
Employee Type: Full-Time, Hybrid
Industry and Job Type: Transportation/Logistics | LTL Account Management
Salary: Dependent on experience

Are you able to successfully adapt to different types of customers? Are you a super quick “multi-tasker?” Then this role is for you! You will work closely with others on the LTL Team to provide the best possible service to all FLI customers. You will be responsible for managing the day-to-day needs of a core group of accounts assigned to you. The ability to problem solve and multi-task effectively and efficiently is a must.

What you'll be doing:

- Establish a solid understanding of your account base's unique business needs and requirements
- Arrange freight pickups and deliveries with freight carriers on behalf of your accounts
 - This information comes via email, phone calls and through our online customer portal
- Process LTL shipments through our Transportation Management System (TMS)
- Continually monitor our internal system for new shipments to process
- Make sound carrier and shipment decisions based on each individual customers' expectations
- Prepare and provide all necessary shipping documents to customers and shippers
- Tracking and tracing of daily shipments with spreadsheet and report creation as needed
- Utilize carrier websites to obtain manifests and PRO numbers for data entry and shipment tracking
- Receive and respond to questions and issues from your customers and/or carriers regarding your customers' shipments, timely and with a sense of urgency
- Cross-train teammates on the account for handoff and back-up support
- Learn procedures related to claims, re-consignments, and many more
- Work proactively and uphold FLI's commitment to unparalleled customer service and satisfaction

What you'll need to do it:

- A positive attitude with excellent verbal and written communication skills
- Proficiency with Microsoft Office Suite
- Must work effectively in a team-oriented office environment
- Previous transportation industry experience preferred
- Parcel or International experience is a plus

Who we are:

Established in 2003, FLI Transportation and Logistics is a privately owned third-party transportation and logistics firm headquartered in Overland Park, KS. FLI offers freight management solutions for LTL, truckload, international and specialized services. At FLI we focus on the unique needs of each individual customer and provide dedicated account management to create centralized and simplified freight management solutions for our customers.

Our culture is important to us. We prioritize the values of Integrity, Commitment, Balance, Empowerment, and Remembering the Human.

- **Remember the Human:** We respect and value our teammates. We treat each other with equality, show compassion, express gratitude, and root for one another.
- **Empowerment:** We inspire our people to create solutions and develop new processes. We encourage the personal and professional advancement of our team. We vow to continuous learning and improvement to better serve our clients, each other, and the community.
- **Balance:** We value family and promote a healthy work-life balance. We strive for excellence, we work hard, and never give up. We also pause for coffee, camaraderie, and to celebrate our successes.
- **Commitment:** We are committed to the team, the client, the relationships, and processes we build, and to the success of each of these pillars.
- **Integrity:** We operate with integrity, authenticity, and candor. We deliver on our commitments and hold ourselves accountable to each other and to those whom we serve.

FLI Transportation and Logistics is an equal opportunity employer. Qualified applicants will receive consideration for employment without regard to race, sex, disability, veteran, or other protected status.