

JOB TITLE:	Service Provider Manager	DEPARTMENT:	Administration
PDC "REQUIRED JOB ROLE":	District – Service Manager		
You Report To:	District Manager	Indirectly, You Report To:	District Manager
Why Your Job is Important:	<ul style="list-style-type: none"> ✓ Support the company Service Provider Management Strategy on a local level ✓ Drive engagement with best-in-class service providers to serve our customers 		

SUMMARY DESCRIPTION:

Qualify, engage, develop, maintain, and measure Expeditors district activities with service providers. Manage all aspects of Expeditors relationship with the district service providers to achieve optimum value and provide exceptional customer service.

WHAT YOU DO:
Responsibilities and Duties

- Ensure and assist supervisors and key staff with goal setting and monitoring
- Plan for and hold effective meetings with the relevant audience
- Train branch management on service provider related systems and data management
- Coach for development within and outside own field of expertise
- Meet company standards of 52 hours training per year, including as needed management/leadership training
- Collaborate with and assist Products & Services to identify the need for a new service provider and outline service expectations, coordinate the completion of risk assessment and facilitate the RFQ process to select the better provider
- Ensure branch is using approved providers who at a minimum, meet our compliance and operational requirements. Properly establish the service provider profiles in the system, baseline KPIs, support with the mapping of processes and communicate status to respective users
- Monitor service provider compliance and performance with standards, participate in risk assessments and conduct business reviews, as needed, develop a plan to improve all areas of execution, promote and monitor the application of good environmental practices, adherence to compliance and security standards, investment in technology, process improvement, and growing the relationship
- Drive for continuous improvements. Assist management in highlighting value of the relationship to the service provider as well as our branch (i.e.: cost savings, standards improvement) and actively participate in the preparation of service provider appreciation events and activities
- Work closely with the Regional Service Provider Manager to learn about program updates and communicate the same to branch personnel
- Work closely with DM and branch personnel to establish service expectations and measurements for new and existing service providers
- Consistently review and report on branch and service provider performance program standards and expectations
- Ensure the service provider has a proactive focus on innovation and continued improvement
- Maintain daily/weekly oversight of profile requirements, set metrics with service provider, always looking for areas for improvement
- Ensure all service provider GCIs are accurately set up and properly used by operations
- As necessary, assist Product Managers in conducting quarterly reviews with service providers, discuss improvement opportunities, confirm resolution to service failures, highlight successes and record in CRM for continued follow up
- Utilize, consult, inform, and incorporate Expeditors' management and staff where appropriate to develop and achieving joint goals and win/win opportunities
- Establish and monitor performance standards for all activities, escalate as necessary to DM and Regional Service Provider Manager
- Ambassador to customer and prospective customers on our service provider management program benefits
- Ensure all customer service provider complaints / compliments are entered in the CRM (Company Relationship Management), shared with the service provider and follow up on resolution actions
- Ensure timely payment to all service providers
- Constantly drive service improvements to create efficiency of operations and lower costs
- Provide assistance in resolution of claims and disputes; credit and collections
- Promote compliance in diligently following all company policies and regulations and in being the role model of integrity and pride for all employees
- Proactively communicate with the team to ensure continuous awareness and understanding of policies and guidelines
- Maintain a positive relationship with the Trade Compliance Manager and support all compliance efforts and trainings
- Proactively promote the company's 10 cultural attributes: Appearance, Attitude, Confidence, Curiosity, Excellence, Integrity, Pride, Resolute, Sense of Humor, and Visionary.
- Be open to implementing new system changes and enhancements into your department
- Be involved and suggest system/process improvements
- Set the tone of this environment within your department and branch

WHAT QUALIFICATIONS YOU BRING TO US:

This section lists desired qualifications for the job and may be edited to the specific job role.

- Expeditors company policies and procedures knowledge
- Strong market and competition knowledge
- Knowledge of required Expeditors operating systems as well as excel, visio, process mapping, access
- Effective interpersonal skills, including proven abilities to listen, comprehend, effectively communicate clearly and concisely to obtain positive results
- Good Microsoft Office skills (Excel, Word etc.)
- Ability to create/write and articulate business plans
- Demonstrated customer service skills and proven interpersonal skills
- Self-reflecting and open to feedback
- Initiative and ability to work in autonomy
- Role model of integrity and pride for all employees
- Meet company standards of 52 hours training per year, including as needed management/leadership training
- High school degree or equivalent business qualifications
- Minimum four years Expeditors/industry experience

WHAT WE EXPECT FROM YOU:

Expeditors Core Competencies

- **Exceptional Customer Service:**
Exceeds customer expectations by anticipating, understanding and meeting needs. Is proactive and when issues arise, is timely and resolute in solving problems, including escalating to management when necessary. Builds rapport and exhibits empathy during interactions, and consistently strives to improve customer satisfaction with customers. (This skill expectation applies both externally (customers, service providers) and internally (other Expeditors offices/employees).
- **Job Execution:**
Consistently completes quality work that matches job expectations. Is committed to operational excellence and continuous improvement for own job function and across the network. All activities are compliant with company policies/procedures and code of business conduct and with government regulations.
- **Reliability:**
Consistently meets deadlines. Is punctual and can be relied on for planning purposes. Is organized, manages own time effectively and can prioritize.
- **Collaboration:**
Displays a willingness to accomplish not only his/her own job responsibilities without the need for constant prodding but is willing, without request, to aid and assist others to the benefit of the company and/or customers. Works in harmony with superiors and fellow workers without incident or delay.
- **Communication:**
Effectively listens to others and communicates (verbal and written) in a professional manner, both internally and externally. Provides relevant and timely information to co-workers, customers and service providers. Answers phone calls and responds to voicemails, emails and other communication according to Expeditors' standards.
- **Culture:**
Exhibits and promotes the company's 10 cultural attributes: Appearance, Attitude, Confidence, Curiosity, Excellence, Integrity, Pride, Resolute, Sense of Humor, and Visionary.
- **Personal Growth and Development:**
Participates in training within the company's guidelines, completing at least 52 hours of relevant training per year. Completes required training in a timely manner with minimal reminders. Pursues professional development goals for self, including participating in a development plan as appropriate.

Service Manager Job-Specific Competencies

- **Employee Development**
 - (Properly on-boards new hires and ensures team members have clear expectations. Provides frequent feedback that is timely, accurate, and honest. Conducts regular one-one-ones and an annual review for employees. Has development plans in place for employees that addresses competency gaps and/or prepares employees for growth. Ensures employees complete 52 hours of relevant training yearly and that required training is completed timely. Fosters a climate of compliance within the team, including to company culture, internal policies and government regulations. Promotes employee engagement and team vision, commitment and trust. Develops a #2.
- **Financial Excellence**

Protects the financial health of the company by monitoring department expenses and staying within budget (where applicable) Where appropriate. positively impacts revenue by supporting district growth and expense control goals.
- **Operational Excellence**

Manages department process flow, while constantly looking for areas to improve efficiency and customer service (internal and external). Effectively manages capacity and productivity of department and team members. Successfully executes against a department tactical plan or goals.
- **Subject matter Expertise**

Acts as the subject matter expert for the manager's scope of responsibility and related industry and provides solutions and technical assistance to customers (both internal and external).