

## FLI LTL Account Manager – Job Description

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

*Full-time employees are eligible for FLI's benefits package (PTO, Medical, Dental, 401K) after 30 days of employment.*

We are seeking an LTL Account Manager to add to our growing team. You will work closely with other LTL Account Managers in order 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 for this position.

### 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 alerts of new shipments needing scheduled
- Make sound carrier and shipment decisions based on each individual customers expectations
- Prepare and provide all necessary shipping documents to customers and consignees
- 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
- Work proactively and uphold FLI's commitment to unparalleled customer service and satisfaction
- Additional duties as needed

### 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 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.

This is not an exhaustive list of duties, responsibilities and skills required for this position. This posting is intended to describe the general nature of the work involved in this job position.

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.