

Logistics Manager US Operations

Location: Blackhawk Rd. Rockford, IL

Department: Operations

Reporting To: Paul Wixom

Hours: Monday through Friday, 7:30am – 4:00pm

JOB DESCRIPTION:

The Logistics Manager is responsible for managing the day-to-day logistic operations for domestic and international shipments, including freight forwarders, truckload and LTL carriers, ocean freight, air freight, southern border crossings and small parcel shipments such as UPS. This role will serve as the primary operational leader for logistics activities and will be responsible for ensuring freight moves efficiently, cost-effectively, and with the appropriate visibility to internal stakeholders. The Logistics Manager will manage carrier relationships, freight escalations, claims, insurance matters, rate requests, RFQs, and logistics process improvements. The Logistics Manager will partner closely with Trade Compliance, Purchasing, Operations, Customer Service, Sales, Finance, and external logistics providers.

ESSENTIAL FUNCTIONS:

- Manage day-to-day domestic and international logistic operations, including ocean, air, truckload, LTL, cross-border, and small parcel shipments
- Serve as the primary point contact for freights forwarders, truckers, custom brokers, parcel providers, and other logistic service providers
- Coordinate and monitor the shipments to ensure timely pickup, transit, border crossing, and delivery
- Manage logistic escalations, including missed pickups, delayed deliveries, carrier capacity issues, border delays, accessorial charges, and service failures
- Lead communication with the internal stakeholders regarding shipment status, risks, delays, and recovery plans
- Manage Mexico/US southern border crossing logistics, including carrier coordination, transit expectations, documentation flow, and escalation of crossing delays
- Support and manage the ocean freight RFQs, carrier negotiations, rate benchmarking, and service provider selection
- Review and analyze the freight quotes, spot rates, contract rates, accessorial charges, and freight invoices for reasonableness and accuracy
- Maintain strong working knowledge of Incoterms and ensure logistic responsibilities align with the agreed recovery efforts
- Coordinate the cargo insurance requirements and support freight claims, damage claims, shortage claims, and recovery efforts
- Partner with the Trade Compliance team to ensure shipment documentation, broker instructions, and routing align with import/export requirements
- Develop, maintain, and improve the logistic procedures, routing guides, carrier instructions, and escalation processes
- Track logistics performance, including carrier service levels, cost trends, on-time performance, claims, and recurring operational issues

- Identify opportunities to reduce freight costs, improve transit reliability, and strengthen logistics visibility
- Support the internal freight cost analysis, budgeting, reporting, and logistics forecasting
- Work with the Purchasing, Operations, Customer Service, Sales, and Finance teams to align logistics execution with business needs
- Support the continuous improvement projects related to freight management, carrier performance, shipment visibility, and cost control
- Maintain accurate logistic records, shipment documentation, rate files, claim files, and related correspondence

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Experience managing freight forwarders, truckload carriers, LTL carriers, parcel providers, and cross-border transportation providers
- Strong knowledge of ocean freight, air freight, truckload, LTL, small parcel, and Mexico/U.S. southern border crossings
- Experience with ocean freight RFQs, rate negotiations, carrier selection, and freight cost analysis
- Ability to manage urgent logistic escalations and communicate clearly with internal and external stakeholders
- Ability to analyze freight costs, service trends, carrier performance, and operational risks
- Strong problem-solving skills and sound business judgement in time-sensitive situations
- Strong attention to detail when reviewing freight quotes, invoices, documentation, and shipment instructions
- Ability to prioritize multiple shipments, escalations, projects, and deadlines simultaneously
- Effective written and verbal communication skills
- Proficiency with Microsoft Office, especially Excel
- Experience with ERP systems, freight portals, TMS platforms, UPS systems, or freight forwarder platforms is preferred
- Ability to work independently while also collaborating across departments

PREFERRED (NOT REQUIRED):

- DG/AITA Dangerous Goods certification is preferred
- DOT Hazmat/49 CFR and/or IMDG dangerous goods training preferred
- Experience with CTPAT, cargo security, or supply chain security programs is a plus

EDUCATION AND/OR EXPERIENCE:

- Bachelor's degree in Supply Chain, Logistics, Business, International Trade, Operations, or a related field preferred. An equivalent combination of relevant education and professional experience will be considered
- Minimum 3-5 years of experience in logistics, transportation, freight forwarding, supply chain, or a related field preferred
- Prior experience managing logistics providers, freight RFQs, carrier performance, and freight escalations required
- Experience in a manufacturing environment preferred
- Experience with international shipments, ocean freight, air freight, southern border crossings, and domestic trucking strongly preferred
- Supervisor or Lead experience preferred

PAY AND BENEFITS:

- The budgeted range for this role is \$2,884.62 USD to \$3,653.85 USD per biweekly pay period. The range provided is a good faith estimate representative of the desired level of experience for the position. Bergstrom Inc. considers several factors when extending an offer, including but not limited to, the role, function and associated responsibilities, a candidate's work experience, education/training, and key skills.
- Hired applicants may be eligible for benefits, including but not limited to Bergstrom's discretionary incentive, medical, dental, vision, life insurance, short-term disability, long-term disability, 401(k) match, flexible spending accounts, employee assistance program, tuition reimbursement, paid time off and holidays.

TO APPLY:

If you would like to be considered and meet all the position requirements, please [email](#) your resume and cover letter to Andrew Hall in Human Resources.

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