



## Logistics and Transportation Manager

**Job Title:** Logistics and Transportation Manager

**Department:** Operations

**Reports To:** Director of Transportation and Facilities

**Supervises:** Class A Drivers, Class B Drivers, and F Endorsed Drivers

**Job Type:** Full-time

**Employment Classification:** Exempt

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### Position Overview:

The Logistics and Transportation Manager is responsible for overseeing the planning, coordination, and execution of all transportation and logistics operations to ensure efficient, timely, and cost-effective delivery of goods. This role plays a critical part in supply chain management by managing carrier relationships, optimizing transportation routes, ensuring compliance with regulatory requirements, and leading a team responsible for all fleet operations. The manager will analyze performance data, implement process improvements, and ensure exceptional service standards are met while aligning logistics operations with organizational goals.

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### Duties and Responsibilities:

- Develop and oversee transportation and logistics strategies to ensure timely, cost-effective, and efficient movement of goods.
- Manage daily operations of fleet logistics, including routing, scheduling, vehicle maintenance, and driver supervision.
- Monitor and evaluate transportation and warehouse performance metrics, identifying areas for improvement.
- Ensure compliance with all federal, state, and local transportation regulations and safety standards.
- Coordinate outbound logistics operations, including shipping.
- Collaborate with procurement, operations, and customer service teams to align logistics with organizational goals.
- Prepare and manage logistics budgets; track transportation costs and identify cost-saving opportunities.
- Maintain accurate records and documentation related to logistics, inventory, fleet operations, and regulatory compliance.
- Proficient in transportation management systems (TMS). Ability to implement and optimize TMS.
- Lead, coach, and develop logistics staff to ensure high performance, safety, and professional growth.
- Respond to service disruptions, weather delays, or emergencies with contingency plans and proactive communication.
- Direct, optimize, and coordinate the full order cycle, ensuring timely and accurate fulfillment.

- Coordinate deliveries and pickups for partner agencies, food drives, and donors.
- Keep track of delivery times, transportation costs, and overall operational efficiency.
- Arrange, plan, and optimize routes; process shipments using logistics systems.
- Resolve service issues, delays, and customer complaints in a timely and professional manner.
- **Additional Responsibilities:**
  - May be required to operate a commercial-grade vehicle for the delivery and transportation of goods.

**Qualifications:**

- **Education:** Bachelor's degree in business administration, Logistics, Supply Chain Management or equivalent relevant experience is required.
- **Experience:** Proven working experience as a Logistics Manager or in a similar logistics and transportation leadership role.
- **Skills:**
  - Prior truck driving experience.
  - Operating power equipment in a warehouse setting.
  - Excellent analytical, problem-solving, and organizational skills.
  - Ability to work independently, prioritize tasks, and manage multiple projects simultaneously.
  - Strong communication and interpersonal skills.
- **Required Certifications**
  - DOT Certification
  - Possesses a valid TN Driver's license
  - Operating license for heavy equipment and/or forklift certification
- **Preferred Certifications:**
  - Class A Driver
  - Certified Logistics, Transportation and Distribution (CLTD)
  - Certified Supply Chain Professionals (CSCP)
  - Technical Skills: Demonstrate proficiency with logistics and management software tools (e.g., TMS, WMS)
- **Competencies:**
  - Experience hiring, managing, motivating, and retaining a team of staff that strives to achieve excellence and exceed goals.
  - Ability to work in a complex environment with minimal supervision (independently) but as a member of a dynamic and supportive team, and a collaborator across departments.
  - Ability to relate effectively to other staff, volunteers, agency partners, and the public.
  - Honesty, integrity, and the capacity to make decisions supported by facts.
  - A willingness to be constructive by providing solutions, displaying optimism, being respectful and fair, and working as a team-player with peers and staff alike.
  - Strong leadership ability, sound judgment and high professional ethics.

### **Working Conditions:**

- **Work Environment:** Blend of office-based work, and remote opportunities.
- **Work Schedule:** Generally, 7:30am-4:00pm with flexibility based on external meetings and community events. Depending on the event or deadline, evenings and weekends may be required.
- **Physical Requirements:**
  - Ability to sit, stand, walk, bend, and lift for extended periods as needed.
  - Must be able to lift and carry up to 50 pounds occasionally.
  - Comfortable working in warehouse environments, including exposure to varying temperatures and conditions.
  - Ability to climb in and out of vehicles and perform occasional vehicle inspections.
  - Manual dexterity for operating computers, handheld devices, and logistics equipment.
  - Visual and auditory ability to respond to safety signals, equipment, and communication devices.
- **Travel Requirements:** Occasional travel for industry conferences, site visits, partners, community events, etc.

### **Compensation and Benefits:**

- **Salary:** Competitive based on experience.
  - **Benefits Package:** Health Insurance, Dental Insurance, Vision Insurance, Life Insurance, Simple IRA Retirement Plan, Paid Leave, and Wellness Days off.
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### **Equal Employment Opportunity Statement:**

Second Harvest Food Bank of East Tennessee is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or veteran status.

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### **Drug-Free Workplace:**

We are committed to maintaining a drug-free workplace. This policy ensures a safe, healthy, and productive work environment for all employees.

This job description does not encompass all the duties of the role. Supervisors or managers may assign additional tasks as needed. The job description can be revised at any time and is not a contract for employment, nor does it alter the at-will employment status with Second Harvest Food Bank of East TN. Both Second Harvest Food Bank of East TN and the employee have the right to terminate employment at any time for any reason.

I have read and understand the above job description.

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_