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# Example of Customer Logistics Job Description

Our growing company is looking for a customer logistics. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for customer logistics

* Keeping close contact with internal stakeholders (Planning, Sales, Marketing)
* Identifying, planning, and implementing cost savings opportunities while balancing service specifications
* Driving process improvements that impact inventory management, order management, and dashboard measures
* Ensures that especially complex service agreements with customer are met
* Acts as contact point for freight movement
* Handles level one escalations
* Improves customer experience by coordinating with product groups
* Reviews and ensures achievement of customer specific KPIs and service agreements
* Maintains communication will internal/external/third parties to meet customer expectations
* Responsible for all key elements of communication to the Sr

## Qualifications for customer logistics

* Progressive career and knowledge of customer service/operations organizations
* Exceptional analytical and decision making skills coupled with strong customer orientation, and sense of urgency
* Interpersonal communication skills required to interface with all levels of management, various functional groups and customers
* Decision making skills must be at premium level
* Demonstrated ability to work and perform error free on a consistent basis - Leadership skills should be displayed via example and direct interaction with peers
* Capable of assuming lead role in the absence of management - Constant display of initiative, good judgment and decisiveness