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# Example of Route Manager Job Description

Our company is looking for a route manager. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for route manager

* Lead, mentor and coach all members of your team to ensure that they are achieving and maintaining performance KPI's set out by the Company in line with business and area targets
* Ensure all shifts are suitably crewed with sufficient advance planning and rosters are accurately and effectively compiled
* Carry out report writing and follow up, provide information and reports to the Senior Management as required
* Work closely with the all Business Units to implement and develop customer service improvement plans within your area
* Be an active member of the On call team ensuring availability at key times
* Maintains current required driver’s license Class A CDL, with an excellent driving record
* Establish customer contact and rapport to maintain awareness of customer’s business objectives in conjunction with ongoing account maintenance
* Utilize customer knowledge to develop additional or new opportunities for defined route
* Qualify inquiries/bids against target market, core competency, tonnage and TEU potential, company capabilities, and projected business forecast
* Manage and support RFP process to include solution design concepts, deadlines, supply added information, presentation, process/status tracking specific to trade lane development

## Qualifications for route manager

* Create written strategic action and business Plans for Regional Trade Lane growth to include customer Targets by product
* Responsible for maintaining existing customers and new business growth
* Drive significant trade lane customers/projects for the purpose of retention and growth
* Direct involvement in the new Customer aquisition process - expectation is 5 in person customer calls per week
* Sales Lead generation 8 per month - 96 per year generated in CRM tool
* Maintain own book of business for accounts relevant to the specific Tradelane - not to exceed 5