



Example of Traffic Specialist Job Description

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

Responsibilities for traffic specialist

- Perform departmental customer service and quality control support tasks. Perform a variety of routine clerical and administrative tasks for the Traffic Department
- Prepare, process and monitor confirmed shipments. Investigate and solve related Traffic Department PkMS production concerns
- Investigate shipping related documentation issues and problems to complete resolution
- Contact carriers to arrange pickups and verify appointments for LTL contract and small package shipping. Act as the liaison with the freight carriers to control quality contact for all of their shipment documentation issues and concerns
- Prepare bill of lading, carrier manifests, correspondence and reports. Coordinate the QC process in preparation of orders for shipment. Responsible for the accuracy and consumer compliance of shipments
- Organize and communicate information to internal departments and outside contacts as needed
- Perform other related Traffic Department duties as assigned
- Maintain accuracy and attention to detail to ensure accountability for all orders shipped
- Answer questions from vendors, external customers and internal clients concerning their shipments and refer inquiries to others within the Traffic Department when appropriate
- File and maintain transportation records for easy retrieval

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- 1-3 years experience in traffic
 - Previous retail or agency experience
 - Additional competencies include being flexible, diplomatic and team-oriented
 - Candidate should also be extremely organized with a close attention to detail and time management
 - Knowledge of File Maker Pro and Jira a plus
 - Answer phones, refer messages, and sort incoming or outgoing bills, invoices, small packages and correspondence