



**Position:** Global Client Logistics Manager (GCLM)

**Location**

- PDI maintains its corporate headquarters in Cleveland (Solon), OH.

**Outlook**

- Pile Dynamics, Inc., a growing company headquartered in the greater Cleveland area, is the largest manufacturer of foundation dynamic testing equipment in the world.
- The pile testing industry is a specialized field in which PDI is the industry leader in terms of knowledge, skill, innovation and size due to its unique history and connection to some of the founders of modern dynamic testing. Since the 1970s this testing sector has been growing consistently and PDI with it.
- PDI is dedicated to pursuing excellence in quality assurance methods by providing quality products with quality service for the deep foundation industry. PDI understands itself as developing the next frontiers in deep foundation testing technology and practice.
- PDI maintains a small firm attitude, though its footprint reaches globally. This allows for a collegial and positive atmosphere despite the challenges of its cutting-edge technology and work schedule.
- PDI has a network of sales representatives spread from the Far East to South America to Australia.
- The products improve the quality assurance of deep foundations on jobsites in over 100 countries throughout the world.

**EEO Statement**

- Pile Dynamics, Inc. is an equal opportunity employer. Qualified applicants will receive consideration for employment without regard to sex, race, color, national origin, age, religion, marital status, military service, or any other characteristic or trait protected by federal, state, or local law.

**Diversity, Inclusion and Connectedness Statement**

- Pile Dynamics' commitment to diversity and inclusion are an integral part of our company values. We believe that attracting, developing, and retaining employees that reflects the diversity of our customers is essential to our success. PDI's inclusive culture is the result of our commitments, our collaboration, and our inspiration to grow.

*The above statements and responsibilities are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities and duties.*

## **Position Summary**

The GCLM manages the order fulfillment process, by leading and coordinating the customer delivery logistical operations (including warehouse, and shipping). The role's objective is to ensure that customer deliveries and customer fulfillment are optimized through timely and efficient delivery of orders.

## **Responsibilities**

- Oversees the day-to-day workflow of the logistics related to the client fulfillment process. Gathers needed information on and understanding of customer requirements; assures specific needs for delivery schedules, just-in-time shipping, and fulfillment are met. Coordinates and resolves client issues in the fulfillment process, including all matters related to customs procedures.
- Develops and manages logistics procedures, facilities and personnel to provide a variety of services including warehousing, distribution, shipping, materials management, and fulfillment services.
- Identifies and resolves problems and inefficiencies in logistics processes; presents and implements enhancements and solutions to address these issues; assures customer satisfaction with regards to delivery requirements
- Coordinates with the management team in ensuring that sales and production requirements are optimized with logistical operations.
- Maintains current knowledge of logistics and technology developments and trends (including regulatory requirements); recommends and implements improvements based on this knowledge to provide more efficient service to clients.
- Hires, trains, and supervises logistics specialists responsible for all logistics functions.
- Performs other related duties as assigned.

## **Experience/Education Requirements**

- Two or more years of experience in domestic and international freight/shipping logistical operations, especially with regards to shipment processes and carriers and customs clearance.
- Proficient with computer-based management systems for inventory control, shipping operations, and fulfillment services.
- Proficiency in Microsoft Office Suite is required.
- Excellent managerial and supervisory skills.
- A knowledge of UPS, FedEx and DHL systems is preferred.
- Two years of using an inventory management system / ERP is preferred.
- Must have excellent written and oral communication skills.
- Ability to perform multiple tasks and a variety of duties.
- High School Diploma or GED is required, bachelor's degree in business administration, logistics, or related field preferred.

## **Level of Supervision**

- This position reports directly to the President.

## **Hours/Schedule**

- 8:00am – 5:00pm EST / Monday through Friday

## **Earnings & Benefits**

- This is a full-time, salary position with an annual bonus component
- Medical insurance (Option 500 or HSA plan)
  - Monthly company contribution to HSA plan
- Dental and vision insurance
- Voluntary/Supplemental: Accident, Short-Term Disability and Voluntary-Term Life Insurance
- 100% coverage of Group-Term Life Insurance, Long-Term Disability and Accidental-Death-and-Dismemberment (AD&D) Insurance
- Paid vacation, sick and holidays
- 401(k) match
- Employee Stock Ownership Plan (ESOP) enrollment after 1+ years of service