



American Cartage & Distribution

# American Cartage and Distribution, LLC

250 Moonachie Avenue  
"Headquarters Office"  
Moonachie NJ 07074  
201-478-4600  
201-478-4601 Fax

Warehouse Locations:

**Central 3PL operations:**  
650 Bellville Turnpike  
Kearny, NJ 07032  
201-941-4990

17300 Slover Ave. (4PL)  
Fontana, CA 92337

3801 Centerpoint Way (4PL)  
Joliet, IL 60436

## Client Services Assistant Manager – Job Description

**Full Time:** Monday to Friday 8:30am to 5:00pm  
**Company:** ACD (American Cartage & Distribution)  
**Reports to:** Fred Santiago (Client Services Manager)

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- On site Systems Administrator
  - a. Maintain Adequate flow of data from client to/from the warehouse operations and to/from our clients
  - b. Manage all systems issue from all staff members related to:
    - Core WMS
    - Client Integrations
    - Liaison Bill Geoghan (IT-CTO)
    - Liaison with any outside IT company as needed
  - c. Web Services Training & Support
- New Client Onboarding:
  - a. Responsible to understand, document and train staff on:
    - SOP's, SLA's & 4PL requirements
  - b. Maintain Inbound/Outbound forecast-FTY ASN's
- Manage Client Order Processing Success:
  - a. Client Item Master Data Cleansing
  - b. Client Pre-receipt process enhancements
  - c. Client Unexpected receipt minimization
  - d. Efficient & effective execution of Client Order processing as needed.
  - e. Automate every client for planned receipts & for automated order processing or client web order entry
- Existing Client Trouble Shooting
- Responsible for the following HR/ Admin functions:
  - a. Manage all CSR's for smooth & efficient order flow
  - b. Insure all staff are trained to execute their daily job functions
  - c. Maintain company policy regarding hours of operation
  - d. Handle all CSR scheduling of vacation & personal time off
  - e. Liaison w/ HR & Payroll manager on all CSR matters.
- Review, quote & manage the set-up & execution of all special project's w/ clients/ VP of W&D & Warehouse Manager
- Exercise TEAMWORK with warehouse manager to insure the following process are maintained:
  - a. Accurate & timely flow of set-up data for all new & existing clients
  - b. Create a dynamic & active flow of data w/ Warehouse Manager in order to promote timely & accurate "put-away", "Pick, Pack and ship" processes.
    - Assist in fully automating the receiving process (directed put-a-way) to a fully implemented wave or bulk pick/pack/ship process.
  - c. Maintaining warehouse floor layout in reference to location codes zones & system set-up or changes as required
  - d. Space allocations, slotting, storage capacity & availability for all commodities.

*Please note: The above is intended to describe the general content of and requirement for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.*