

# Job Posting

## Title: WMS Systems Specialist

This is an exciting new opportunity to help us create a new role bridging the gap between Customer Service, Operations and our clients. This position is driven out of the need to isolate the importance of a strong IT platform, enabled to support high levels of customer service that will exceed client expectations.

The American Cartage & Distribution affiliate of [American Shipping Company](#) together prides itself in providing end to end supply chain solutions driving growth through satisfying customers so they become your best sales tool. Staying at the cutting edge of technology and providing the best possible service available is not an option but a necessity.

This position will support our current Client team and clients from solely a systems perspective. Come join us in this very important new role.

### Roles & Responsibilities

- New customer account setup – Gather and understand customer requirements; including but not limited to product mix, order profiles, operational requirements, integration/technical requirements. Manage checklist to be used for system setup
- New customer onboarding, related systems training and support
- Manage current customer account system maintenance, including but not limited to new item# setup, UOM changes and notification of incorrect entry of orders via Gateway Portal
- Provide local training systems to staff, including but not limited to new user training, improved functionality training and re-training on re-occurring issues with any improper use of WMS as needed
- Troubleshoot local issues, liaison between company and WMS provider; reduce # of tickets being submitted to WMS provider by 20% on monthly basis
- Document and communicate Standard Operating Procedures and best practices related to the WMS; keep training manuals and related documentation updated and available for local use. Ensure all 3PL physical client services are aligned to functionality and reporting within the WM system.
- Communicate daily with warehouse team on daily productivity by function performed for each 3PL client.

### Qualifications:

- BA/BS degree or equivalent work experience required. Exceptional organizational skills are a must.
- Proficient in Microsoft Office – Word, Excel, Power Point & Outlook; Visio is a plus
- Comprehensive experience with Warehouse Management Systems (WMS), Enterprise resource planning (ERP), Electronic Data Interchange (EDI) related to 3PL processes. Ability to learn and understand effectively
- Demonstrated experience working in a multi-client 3PL environment
- Proven experience with customer account management and training
- Must be analytical and a problem-solver, with good interpersonal skills and the ability to maintain confidentiality.
- Must be able to multi-task in a fast-paced environment as well as work both with a team and independently.
- Written and oral communication needs to be clear and direct.
- Maintain effective working relationships with suppliers, vendors, and local staff.

PLEASE SEND RESUME TO [JOBS@SHIPAMERICAN.COM](mailto:JOBS@SHIPAMERICAN.COM)

\*\*\*PDF FORMAT ONLY. No other document types will be accepted\*\*\*