

Manager, LifeCycle and Account Management

Job Summary

The Manager of Lifecycle and Account Management is responsible for implementing new logistics solutions for CoreTrust members and for both maintaining and growing revenue across existing members. The Manager will work with the CoreTrust Logistics pursuit team to understand new business being brought on board in order to directly support the implementation of this business. He/she will work with CoreTrust sales and the CoreTrust Logistics pursuit team to identify additional logistics solutions for existing members and will establish a regular cadence of meetings with each member in order to maintain and grow the level of existing business. His/her performance will be measured against a projected team-based logistics revenue forecast.

Supervisor – Director, CoreTrust Logistics

Supervises – n/a

Key Responsibilities –

- Promote CoreTrust Logistics to CoreTrust Account Managers
- Establish relationships with all CoreTrust Logistics members
- Schedule regular touchbase calls with each member to ensure existing solutions are sufficient for their needs
- Define accurate revenue targets for all existing CoreTrust Logistics members
- Develop growth strategy for each member to achieve revenue targets
- Create mid- and long-term strategies for each member in order to both maintain existing revenue and grow additional revenue across LTL, FTL, ocean and air freight
- Establish working relationships with all CoreTrust carriers to ensure successful execution of all solutions for CoreTrust Logistics members
- Create regular savings reports for all CoreTrust Logistics members and document value delivered to them through the program

Duties (included but not limited to):

- Management of Existing Book of Business: Actively manage the existing book of CoreTrust Logistics members to both maintain current revenue and to identify growth opportunities.
- Project Management: Execute all member-facing communications via emails, calls and meetings regarding existing solution performance, savings achieved, carrier issue resolution, and identification of new logistics opportunities
- Implementation: Lead each new business implementation by working with both carriers and members to ensure all routing guides are created; operating plans are executed; contracts are properly executed and loaded; EDI connectivity is established; billing/invoicing is accurately defined; go-live date is achieved.
- Revenue Achievement: Engage each member on a weekly, bi-weekly, or monthly basis to define shipments that are with CoreTrust carriers, those shipments with non-CoreTrust carriers, identify the gap that exists, determine the root cause for the gap, and to develop an action plan with the member to move all shipments to CoreTrust carriers and achieve 100% revenue attainment.
- Reporting: oversee the preparation of savings reports for existing solutions for all members. Review/analyze reports and identify improvement opportunities for each member to achieve carrier compliance for all shipments. Develop strategies around achieving desired results.
- New Business Development: Establish a cadence of QBR meetings for all members, based on size and complexity. Partner with the CoreTrust sales Directors and Account Managers to identify improvements to existing logistics solutions and opportunities for additional logistics solutions. Build strategy to engage each member with a goal to both maintain current revenue and to grow new revenue with existing members by 25% YOY.
- Carrier Management: set regular meeting cadence with all CoreTrust carriers to review performance for existing members and to identify and implement improvements for service. Develop partnership model with all carriers to build long-term relationships and enhance the success of the CoreTrust Logistics program.

Knowledge, Skills & Abilities

- Excellent interpersonal and communication
- Above average analytical skills.
- Ability to professionally interact with high level resources both internally within CoreTrust and externally with prospects and members.
- Excellent presentation skills
- Ability to develop and present materials effectively and persuasively
- Knowledgeable of carrier operations
- Knowledge of distribution center operations, especially outbound dock functions

EDUCATION

- Bachelor's degree in business, supply chain, or other relevant area preferred; equivalent experience may be acceptable.

EXPERIENCE

- 10 years overall related experience required
- Minimum 5-7 years logistics experience, either as a provider (carrier) or shipper
- Minimum 3-5 years' experience managing large complex relationships and opportunities required
- Supply Chain / Logistics sales experience is a plus