



Title: International Logistics Operations Manager

Reports to: Trade Compliance & International Logistics Manager

Company and Position Description

Array Technologies, Inc. is the global leader in solar tracking and is experiencing explosive growth built on our best-in-class technology and dynamic team. Array is seeking highly skilled, self-motivated people who want to accelerate the world's adoption of clean and economical energy. If you meet these criteria, please consider the company that has been leading the solar energy revolution for nearly three decades.

The International Logistics Manager manages the movement of shipments by providing accurate documentation in compliance with global Customs requirements. Acts as a single point interface with internal employees and customers to ensure on time inbound and outbound deliveries. Communicates with vendors, freight forwarders, customs brokers and transportation carriers to ensure efficient movement of goods across borders. The position is full-time and exempt.

Duties and Responsibilities

- Monitors internal and external performance and report any deviation to appropriate program and functional authorities; working closely on corrective action plans.
- Acts as a single point interface developing and improving transportation methods to improve efficiency and effectiveness and continue to meet the delivery requirements of the customer.
- Tracks and reports performance and claims.
- Performs cost analysis on transportation expenses and recommends modifications to meet industry "best practice".
- Interfaces with Customs Brokers, suppliers and service providers to ensure adherence with defined import/export processes.
- Manages export shipments for territory of international distributors.
- Utilizes specific knowledge of the international transportation logistics market, trends and capabilities to identify areas for cost reductions and saving opportunities
- Communicate with Sourcing & Procurement departments regarding ocean transportation capacity requirements.
- Monitor performance of service providers.
- Provides production updates to customers as needed to explain backorders.
- Investigates shortage and overage claims received from customers.
- Responds to customer inquiries regarding shipment status.
- Creates and updates monthly import tracking reports (weights, entries, values).
- Creates commercial invoices and packing lists for export shipments.
- Other duties as assigned

Required Knowledge, Skills, and Abilities

- Highly proficient in MS Office suite of software (Excel, Word, and PP)
- Direct experience with import/export shipping
- Good interpersonal and communication skills, both verbal and written
- Excellent time management, decision making, planning and organizational skills
- Strong attention to detail; thorough
- Ability to understand and follow directions, meet schedules and ensure work is completed as assigned
- Excellent knowledge of US Customs regulations
- Hands on ability to trouble shoot and resolve transportation issues.

Education and Experience

- Bachelor's Degree and 5+ years of international logistics experience
- Direct experience with import/export shipping