

MY ROLE

Position Title:	Freight Services Manager
Worksite:	Devonport or Geelong
Department:	Freight Services
Role reports to:	General Manager Freight Services
Reports to role:	Freight Services Supervisor, Freight Commercial Sales
Last Updated:	June 2025

1. General Position Overview

The Freight Services Manager leads business development efforts within the freight and logistics sector. This role is responsible for identifying new sales opportunities and managing existing client relationships, and driving revenue growth through tailored freight solutions.

2. Role Environment

- Primary internal interactions will include all members of the Freight Services, Terminal Services, and senior managers.
- Primary external interactions will include Freight Customers, Industry Associations and the Company's Stevedoring provider.

3. Key Responsibilities

- Develop and execute strategic sales plans to achieve business objectives and revenue targets.
- Identify and pursue new business opportunities in freight forwarding.
- Build and maintain strong relationships with clients, providing exceptional customer service and support.
- Conduct market research to stay informed about industry trends, competitors, and client needs.
- Collaborate with internal teams (operations, finance) to ensure client requirements are met.
- Prepare and deliver presentations, proposals, and contracts to prospective clients.
- Provide accurate sales forecasts and regular performance reports to senior management.
- Attend industry events, networking functions, and trade shows to promote the Company's services.
- Ensure all activities comply with company policies and relevant legislation.
- Assist the General Manager Freight Services in general duties

4. Qualifications

- It is essential the incumbent has a formal qualification in Business, Logistics, Supply Chain Management, or a related field.

5. Requirements & Experience

- Extensive experience in freight operations and supply chain processes, preferably gained in a managerial or senior role.

- Strong people leadership skills with the ability to build a high performance work environment through enabling a positive workplace culture.
- Strong understanding of freight operations and supply chain processes.
- Excellent communication, negotiation, and presentation skills.
- Self-motivated, results-driven, and capable of working independently.
- The ability to build and maintain strong client relationships, understanding their needs, and providing solutions.
- An existing network of clients and industry contacts is highly advantageous
- Proficiency with Microsoft (Excel, Word, Outlook) and familiarity with data analysis tools.

6. Attributes

- High level of initiative
- Ability to work independently
- Highly motivated
- High level of confidentiality