



Operations Coordinator

Location: San Jose, CA

Department: Operations

Employment: Full Time

Shift: 10:00AM-7:00PM Monday - Friday

Salary: TBD

About Our Company

Come work for a great company with strong employee retention and a team of industry veterans with true passion for what they do. GSO, a General Logistics Systems Company is a leading regional delivery carrier which has been providing Priority, Ground, and Freight services throughout the West since 1995. Thousands of companies across all industries rely on our company to deliver time-critical packages and documents every day because we've got an amazing team that goes the extra mile for our customers. We're always looking to expand our team with like-minded professionals, therefore if this job might be a good fit for you, send us your resume.

Position Summary

The Operations Coordinator is responsible for effectively supporting the Operations Management teams' efforts in ensuring day-to-day operations needs are met and maintain great service for our customers. The Operations Coordinator is also expected to meet performance standards set by management and to comply with all company policies and procedures. This position reports directly to the Operations Manager.

Responsibilities & Duties

- Assures drivers have up-to-date route sheet for each scheduled route daily, weekly or as needed.
- Assures that all pickups are scheduled to the appropriate route driver.
- Manages vehicle check-in ensure all drivers turn in their vehicle key and closeout documents.
- Maintains cordial working relationships with assigned drivers, management and other department employees. Team Environment.
- Demonstrates a comprehensive knowledge of roads and street in service areas to assist drivers locating delivery sites.
- Communicate with department employees, dispatching to needed locations to respond to routine requests or urgent situations.
- Maintain or assist in maintaining assigned files and records; receive and process example pre-trips, sign out sheets or employee forms.
- Maintain current knowledge of routes and locations to assure timely services and accurate information.
- Perform a variety of clerical support duties as assigned; type correspondence, memos and other items; compile data from clearly defined sources and prepare reports; answer telephone, route calls or messages; prepare and process requisitions; distribute mail.
- Operate standard office machines.
- Using computer to dispatch deliveries and update information.
- Performs other duties as assigned.
- Basic record-keeping techniques.
- Perform dispatching and clerical support duties for assigned department.

- Training and Process Improvement.
- Understand all applications and processes utilized by warehouse, driver, and field staff to become “super user” of those.
- The Operations Coordinator will support and assist individual needs with operating applications and processes within operations.
- Coordinate with operations and management to ensure that all necessary paperwork, permits and/or licenses are completed and valid.
- Review all email correspondences and address or direct correspondences to the appropriate operations manager for review.
- Provides information by answering questions and requests.
- Compile and maintain various reports and spreadsheets as needed for the position.
- Assist with various departments as needed in regards to Operations Management.
- Assist with Training and on-boarding as assigned by management.
- Maintains workflow within the department.
- Contributes to team effort by accomplishing related results as needed.
- Performs other projects and duties as assigned.

Qualifications Needed:

- Forklift and pallet truck experience or certification.
- Ability to work within a rigorous schedule and cope with pressure.
- Mitigate and solve time sensitive issues.
- Manage the needs and expectations of operations and management.
- Demonstrate skills to balance multiple projects, meet deadlines and communicate effectively in an ever-changing, fast-paced environment.
- Attention to detail and exemplary organizational skills.
- Customer service oriented, courteous and professional.
- Positive attitude and professional demeanor, ability to communicate effectively at any level.
- Exceptional interpersonal communication and relationship-building skills.
- Outstanding written and verbal communication skills.
- Intermediate to Advance understanding of MS Office Suite and industry systems.
- Handy with physical tasks such as maintenance, upkeep, and/or light carpentry.
- Geographic knowledge of the region you are working within.
- Experience with DOT and FMCSA regulations.
- Clean California DMV driving record (no more than 2 moving violations in 3 years).
- Valid Driver’s License
- Prior transportation and delivery service experience a plus

Benefits for Full-Time Employees

- 401K with employee matching
- Healthcare benefits
- PTO & Sick Leave
- Direct Deposit

To Apply

Please email your resume and cover letter to careers@gso.com OR

Come down to apply in-person 2419 Zanker Road San Jose, CA USA 95131: M-F 10:00AM-2:00PM

EEO Commitment:

GSO, a General Logistics Systems Company, is an Equal Employment Opportunity (EEO) employer and is committed to a diverse workforce. We welcome all qualified applicants to apply to at GSO and we strive to select the best qualified applicant for each position in our organization. Applicants will receive fair and impartial consideration without regard to race, sex, color, national origin, age, disability, veteran status, genetic data, gender identity, sexual orientation, religion or other legally protected status, or any other classification protected by federal, state, or local law. GSO complies with all laws and regulations relating to employment discrimination, and are always committed to doing what's right.