

## C.H. Robinson

C.H. Robinson is a recognized leader in third-party logistics. We work with a diverse mix of customers—from Fortune 500 companies to startups—to help get their products to consumers around the globe. The fast pace of the logistics industry translates into a high-energy and collaborative workplace environment. You are empowered to make decisions, help our customers grow, and forge your own career path.

Join a vibrant team of employees worldwide who are accelerating their careers every day at C.H. Robinson.

Our dynamic Accelerator™ onboarding program will jumpstart your knowledge of C.H. Robinson and our industry, help you excel in our culture, and ensure your proficiency in our systems and processes. The first two weeks of your career will begin at one of our regional training centers where you'll be immersed in an interactive and highly educational experience. You'll then focus on learning at your local office for six months with a mix of activities, including elements to make you confident and skilled as you perform your job. You'll come out of this experience ready to be a part of the success of C.H. Robinson. We want you to be more than a crucial element to our customers and carriers – we want you to be a high-performing member of our team.

### Carrier Representative:

If you want to make an impact on how consumer goods, products, and food travel around the world on a daily basis, the Carrier Representative role at C.H. Robinson is for you! As a Carrier Representative, you will be developing, maintaining, and growing relationships between carriers and C.H. Robinson. Through this fast-paced, high-energy role you'll make an impact on the global supply chain every day.

What will you be doing?

- Develop capacity solutions in order to effectively support our customer go-to-market strategy
  - Utilize carrier analytics and other internal resources to make informed buying decisions
  - Study and understand market trends and seasonality
  - Maintain and grow relationships with carrier accounts including conducting account reviews and identifying opportunities for additional collaboration
  - Resolve problems, including identifying issues, thinking critically, seeking input to determine the best course of action, and implementing solutions
  - Manage load boards to match freight with carrier capacity
  - Conduct calls with carriers to determine carrier availability and negotiate transportation rates
  - Research new carriers in the marketplace, generate leads, and qualify new carrier relationships
  - Understand the technology platform that C.H. Robinson offers to the carrier community and work to drive utilization with relationships
  - Ensure that specific customer load requirements are met on committed and/or transactional shipments
  - Provide consistent and exceptional service levels to contracted carriers and internal customers
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- Bachelor's degree preferred
  - Strong ability to persuade, motivate, negotiate, and influence others

- Ability to thrive under deadlines and work in a team environment, while also delivering independent results
- Excellent communication skills, verbal and written
- Driven, enthusiastic, and highly motivated
- Ability to build strong relationships
- Strong prioritization skills, multi-tasking skills, and works with a sense of urgency
- High attention to detail and ability to multitask

#### Account Manager:

Our Account Managers are trusted, strategic partners to companies around the world. This is your chance to align with our customers to meet their supply chain and logistics needs while delivering a wonderful customer experience. As an Account Manager, you'll manage a group of small- to mid-size accounts to build strong, long-term relationships with account leadership. You'll be empowered to manage and grow existing accounts by bringing forth new services, and expanding on existing services offered, with a focus on increasing efficiency, adding value, maximizing profitability through the account's supply chain.

What will you be doing?

- Develop account relationships with contacts at multiple levels within customer organizations
  - Identify opportunities to further penetrate accounts by selling C.H. Robinson's diverse service portfolio
  - Design solutions and help our customers solve their supply chain challenges through face-to-face interaction with accounts
  - Prepare pricing options and receive support from account leadership
  - Identify issues, seeking input from others to determine best course of action and implement solutions
  - Manage customer expectations through the creation and utilization of account-specific metrics
  - Contribute to the development and management of the annual account plan and budget. Provide updates to internal teams in addition to quarterly reviews and making adjustments as needed
  - Collaborate on creating business reviews and contribute to or lead customer meetings
  - Design and pursue a personal development plan in collaboration with management
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- Passion for sales, and a drive to succeed
  - Bachelor's degree preferred
  - Willingness to travel, as needed
  - Ability to build strong customer relationships
  - Excellent verbal & written communication skills
  - Strong presentation skills
  - Attention to detail and strong analytical ability
  - Enthusiastic, persistent, and confident approach
  - Strong ability to persuade, motivate, and influence others

#### Sales Executive:

C.H. Robinson's Sales Executives inform and educate potential customers on all of the innovative ways that C.H. Robinson delivers supply chain and logistics solutions. You'll be selling for the industry leader and be backed by people, process and technology that are

second-to-none. Better yet, you'll be provided with the training, tools and resources needed to consistently win new business. As a Sales Executive, you'll be responsible for prospecting, engaging, and closing new accounts in partnership with our transportation, supply chain and logistics experts. As you start your sales career at C.H. Robinson, you'll be in daily contact with potential small- to mid-size customers working to build relationships, analyze their business and assess how a partnership with C.H. Robinson will meet their needs.

- Prospect for new customers with a "hunter" mentality via internet, phone, referrals and networking
  - Qualify and initiate contact with potential customers at all levels
  - Identify and generate new sales opportunities through analysis and discovery, understanding key decision makers and determining the appropriate approach for each
  - Partner with internal team to create a solution based on customer needs, including appropriate pricing strategy, solution implementation and future customer growth potential
  - Participate in face-to-face meetings to present proposals, offer solutions, and close business
  - Collaborate with internal account management team through customer implementation
  - Review sales activities and prospective customers with management
  - Design and pursue a personal development plan in collaboration with management
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For more information about career opportunities contact Chris Fallen at [christopher.fallen@chrobinson.com](mailto:christopher.fallen@chrobinson.com).