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4. ROAD FREIGHT

The Ultimate Transport & Logistics Job Description Guide for Professionals

Guidelines, Policies, and Best Practices for Success



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4. Road Freight

Foreword

Road freight is the circulatory system of modern logistics. No matter where a shipment begins its journey whether loaded at a factory, arriving at a seaport, or flown in from an airport its final movement almost always happens on the road. Trucks deliver to cities, industrial zones, retailers, and consumers, bridging the “first mile” and the “last mile,” and connecting every other mode of transport within the global supply chain. Without the daily work carried out on roads across continents, commerce would simply come to a standstill.

Behind this essential transport mode is an extraordinary diversity of job roles each contributing to the efficiency, safety, and reliability of road logistics. Dispatchers planning routes, drivers managing time-critical deliveries, freight coordinators handling documentation, warehouse teams consolidating cargo, fleet managers overseeing vehicle performance, and regulatory specialists ensuring compliance: together, they form a detailed and interdependent network of expertise that keeps goods moving across borders and through complex markets.

This book has been written to provide clarity on these roles. While trucks are highly visible on the road, the people who support these operations are often less understood. Their positions span operational, administrative, commercial, and strategic levels, each requiring unique skills and responsibilities. By examining these job descriptions in a systematic and structured way, this book aims to serve as a practical reference for students, industry newcomers, professionals transitioning into logistics, and leaders seeking to develop and manage effective teams.

The road freight sector is undergoing profound change. Digital platforms, telematics, IoT-enabled fleets, sustainability pressures, driver shortages, and increasingly complex regulatory frameworks are transforming how companies operate. Job profiles are evolving rapidly, demanding new competencies such as data literacy, planning automation, and environmental compliance. Understanding these developments and how they shape the expectations placed on today’s logistics professionals is essential for building resilient and future-oriented road freight organizations.

This book contributes to that understanding by exploring the key functions across transport companies, freight forwarders, distribution centers, and logistics service providers. It outlines the roles that define modern road freight, highlights required skills and career pathways and underscores the immense value of the people whose daily work ensures that supply chains continue to function smoothly.

May this work serve as a reliable guide and a source of insight for anyone engaging with the road freight industry. Behind every delivery, every optimized route, and every



well-executed transport stands a dedicated team whose expertise keeps goods moving - and whose roles deserve to be clearly described, recognized, and appreciated.

Daniel Kohl

Director of the Cluster for Logistics Asbl, Luxembourg

The Ultimate Transport & Logistics Job Description Guide for Professionals

A practical framework for hiring professionals

who keep operations moving

What This Guide Is (and isn't)

This guide helps you write clear, realistic, and attractive job descriptions for transport & logistics roles.

It is:

Practical and role-focused

Written for hiring managers, logistics leaders, and HR partners

Designed to improve candidate quality, not volume

It is not:

A legal document

An internal task list

A generic HR template

A job description is a decision document for candidates.



Disclaimer

This publication is provided for informational and educational purposes only. The job descriptions, competency frameworks, and role definitions contained in this book are intended as general guidance to support organizational design, capability development, and professional understanding within procurement, supply chain management, logistics, and corporate governance functions.

The content does not constitute legal advice, regulatory interpretation, or professional consultancy. While every effort has been made to ensure accuracy and relevance, laws, regulations, industry standards, and organizational requirements vary across jurisdictions and may change over time. Readers and organizations are responsible for verifying compliance with applicable legislation, collective agreements, internal policies, and sector-specific obligations before implementing any role descriptions or frameworks presented in this book.

The author and publisher disclaim all liability for any direct or indirect loss, damage, or consequences arising from the use, misuse, or interpretation of the information provided. Organizations should adapt the material to their specific context, risk environment, and governance structures, and seek professional advice where appropriate.

All examples, scenarios, and descriptions are illustrative and should not be interpreted as exhaustive or prescriptive. The inclusion of any role or competence does not imply legal necessity, regulatory requirement, or organizational obligation.

By using this publication, the reader acknowledges that responsibility for decisions, implementations, and outcomes rests solely with the organization or individual applying the content.



Transport & Fleet Operations

- 4.1. Dispatcher / Transport Planner
- 4.2. Fleet Manager
- 4.3. Route Planner
- 4.4. Transport Coordinator
- 4.5. Traffic Controller
- 4.6. Operations Supervisor (Road Freight)
- 4.7. Transport Operations Manager
- 4.8. Cross-Dock Supervisor
- 4.9. Linehaul Coordinator
- 4.10. Last-Mile Delivery Coordinator
- 4.11. Night Operations Manager
- 4.12. Driver Manager / Driver Supervisor
- 4.13. Fleet Utilization Analyst

Drivers & On-Road Roles

- 4.14. Truck Driver (National / International)
- 4.15. Long-Haul Driver
- 4.16. Short-Haul Driver
- 4.17. ADR / Dangerous Goods Driver
- 4.18. Refrigerated Truck Driver
- 4.19. Flatbed / Heavy Haul Driver
- 4.20. Container Truck Driver
- 4.21. Tanker Driver
- 4.22. Courier / Delivery Driver
- 4.23. Owner-Operator (Independent Contractor)

Freight Forwarding & Logistics Providers



- 4.24. Road Freight Forwarder
- 4.25. Road Export Specialist
- 4.26. Road Import Specialist
- 4.27. Road Freight Operations Manager
- 4.28. Groupage / LTL Coordinator
- 4.29. FTL Coordinator
- 4.30. Key Account Manager (Road Freight)
- 4.31. Road Freight Pricing Analyst
- 4.32. Procurement Manager (Trucking)
- 4.33. Multimodal Transport Planner
- 4.34. Time-Critical Logistics Specialist
- 4.35. AOG Road Logistics Specialist
- 4.36. Project Cargo Road Specialist
- 4.37. Road Freight Driver
- 4.38. Road Freight Dispatcher
- 4.39. Road Freight Broker
- 4.40. Road Freight Forwarder
- 4.41. Road Freight Manager
- 4.42. Express Van Driver
- 4.43. Road Freight Local Delivery Truck Driver
- 4.44. Road Freight International Truck Driver
- 4.45. Road Feeder Service Driver
- 4.46. Road Planner / Disponent



4.47. Road Freight Forwarder (Customs Experience)

4.48. Road Operations Freight Executive

4.49. Tour support clerk

4.50. Heavy Goods Vehicle Escort

4.51. Transport Manager own fleet

4.52. Fleet Manager

4.53. Transport Manager International

4.54. Technical Product Specialist

4.55. Transport Manager / Disponent

4.56. Shunter

4.57. Drivers for silo transport

4.58. Vehicle reconditioner

4.59. Senior Transport Specialist

4.60. Furniture transport worker

4.61. Road Freight Forwarder

4.62. Road Freight Executive

4.63. Road Freight Operations Specialist

4.64. Road Freight TBO Operations Specialist

4.65. Road Freight NTBO Operations Specialist

4.66. Transport Planner

4.67. Delivery Driver

4.68. Artic Driver

4.69. Rigid Driver



- 4.70. Courier Delivery Driver
- 4.71. Truck Driver – Articulated
- 4.72. Road Operations Manager
- 4.73. Project Manager Highways and Rail
- 4.74. ADR Rigid Truck Driver

Warehouse & Cross-Dock Operations

- 4.75. Warehouse Operator
- 4.76. Forklift Driver
- 4.77. Cross-Dock Operator
- 4.78. Warehouse Supervisor
- 4.79. Inventory Controller
- 4.80. Loading/Unloading Specialist
- 4.81. Palletization Specialist
- 4.82. Warehouse Manager
- 4.83. Warehouse employee at the transshipment warehouse
- 4.84. Warehouse logistics specialist

Compliance, Safety & Regulatory Roles

- 4.85. Road Safety Officer
- 4.86. Compliance Manager (Transport)
- 4.87. Tachograph Analyst
- 4.88. Dangerous Goods Safety Advisor (DGSA)
- 4.89. Customs Brokerage Agent
- 4.90. Border Control Specialist (Road Freight)
- 4.91. Quality Assurance Officer
- 4.92. Environmental Compliance Officer (Transport)



4.93. Risk & Claims Specialist

Technical & Maintenance Roles

4.94. Fleet Maintenance Technician

4.95. Heavy Vehicle Mechanic

4.96. Workshop Manager

4.97. Tire Technician

4.98. Breakdown / Roadside Assistance Technician

4.99. Telematics Specialist

4.100. Fleet Diagnostics Technician

Customer Service & Documentation

4.101. Customer Service Representative (Road Freight)

4.102. Freight Documentation Specialist

4.103. CMR / Transport Document Coordinator

4.104. Billing & Invoicing Specialist

4.105. Claims Handler

4.106. POD (Proof of Delivery) Coordinator

Technology & Digital Transport

4.107. Transport Management System (TMS) Administrator

4.108. Telematics & Tracking Analyst

4.109. Digital Freight Platform Manager

4.110. Data Analyst (Road Freight)

4.111. Automation Specialist (Logistics)

4.112. IoT Fleet Tracking Specialist

9. Management & Leadership Roles



- 4.113. Head of Road Freight
- 4.114. Director of Transport Operations
- 4.115. Regional Transport Manager
- 4.116. National Road Freight Manager
- 4.117. Logistics Director
- 4.118. Chief Operations Officer (Transport Company)
- 4.119. Head of Compliance & Safety (Road Freight)



Road Freight

1. Transport & Fleet Operations

4.1. Dispatcher / Transport Planner (Road Freight & Fleet Operations)

Fleet Coordination • Route Planning • Customer Service • Operational Control

Position Summary

The Dispatcher / Transport Planner is responsible for planning, coordinating, and monitoring daily road freight operations to ensure efficient, safe, and cost-effective transport execution. This role manages driver schedules, vehicle routing, load assignments, and real-time communication with customers, drivers, and internal teams. The planner ensures compliance with legal requirements, optimizes fleet utilization, and supports high service reliability across all transport activities.

Key Responsibilities

1. Transport Planning & Scheduling

- Plan and assign daily transport orders to drivers and subcontractors.
- Optimize routes based on distance, load type, delivery windows, and cost efficiency.
- Ensure compliance with driving hours, rest periods, and vehicle availability.
- Adjust plans proactively in response to delays, breakdowns, or customer changes.

2. Fleet Coordination & Operational Control

- Monitor vehicle movements using telematics, GPS, and fleet management systems.
- Coordinate loading/unloading activities with warehouses, depots, and customers.
- Ensure proper vehicle allocation based on cargo type (FTL, LTL, ADR, temperature-controlled).
- Manage backhauls, return loads, and empty mileage reduction strategies.

3. Driver Communication & Support

- Serve as the primary point of contact for drivers throughout the shift.



- Provide clear instructions, route details, and delivery requirements.
- Support drivers with real-time problem-solving (traffic, incidents, delays).
- Ensure drivers follow safety procedures, company policies, and legal regulations.

4. Customer Service & Stakeholder Coordination

- Communicate proactively with customers regarding delivery times, delays, and exceptions.
- Provide accurate shipment updates and resolve service issues promptly.
- Coordinate with sales, customer service, and warehouse teams to ensure smooth operations.
- Maintain strong relationships with subcontractors and transport partners.

5. Documentation & Compliance

- Ensure accurate completion of transport documents (CMR, delivery notes, manifests).
- Verify compliance with road transport regulations, ADR rules, and company policies.
- Maintain records of driver hours, vehicle inspections, and operational logs.
- Support audits and internal compliance checks.

6. Performance Monitoring & Continuous Improvement

- Track KPIs such as on-time delivery, fleet utilization, empty mileage, and fuel efficiency.
- Identify operational bottlenecks and propose improvement measures.
- Support digitalization initiatives (telematics, automated planning tools, EDI/API).
- Contribute to cost-saving initiatives and service quality enhancements.

Required Qualifications

Education & Experience

- Vocational training or degree in Transport Management, Logistics, Supply Chain, or related field.
- 2–4 years of experience in road freight dispatching, fleet coordination, or transport planning.
- Experience with national and international road transport operations is an advantage.

Technical Skills



- Proficiency with TMS/fleet management systems (e.g., Transporeon, Trimble, Fleetboard, PTV Route Optimizer).
- Strong understanding of road transport regulations (EU driving hours, tachograph rules, ADR).
- Good geographical knowledge of regional and European road networks.
- Strong Excel and digital literacy for planning and reporting.

Soft Skills

- Excellent communication and interpersonal skills.
- Strong problem-solving abilities and abilities to work under pressure.
- High attention to detail and organizational discipline.
- Customer-oriented mindset with a proactive approach.
- Ability to multitask in a fast-paced operational environment.

Preferred Qualifications

- ADR knowledge or certification.
- Experience with cross-border transport operations.
- Multilingual skills (e.g., English, German, French, Polish, Dutch).
- Familiarity with sustainability initiatives (fuel efficiency, eco-driving, CO₂ reporting).

Key Performance Indicators (KPIs)

- On-time pickup and delivery performance
- Fleet utilization and load factor
- Empty mileage reduction
- Driver satisfaction and communication quality
- Customer satisfaction and complaint resolution
- Compliance with legal and safety requirements
- Cost efficiency (fuel, tolls, subcontractor spend)

Working Conditions

- Office-based role with shift or rotating schedules depending on operational needs.
- High-intensity environment requires rapid decision-making.



- Frequent communication with drivers, customers, and operational partners.
- Occasional on-site presence at depots, warehouses, or cross-dock facilities.

Why This Role Matters

The Dispatcher / Transport Planner ensures that every truck, every route, and every delivery runs smoothly. They are the operational heartbeat of road freight balancing efficiency, safety, customer satisfaction, and real-time problem-solving to keep the supply chain moving.



4.2. Fleet Manager

Fleet Operations • Maintenance & Compliance • Cost Control • Driver Management

Position Summary

The Fleet Manager oversees the performance, safety, and efficiency of the company's vehicle fleet. This role is responsible for fleet planning, maintenance, compliance, fuel management, driver coordination, and cost optimization. The Fleet Manager ensures that all vehicles are roadworthy, legally compliant, and deployed effectively to support transport operations and customer service requirements.

Key Responsibilities

1. Fleet Operations Management

- Oversee daily fleet availability, vehicle allocation, and operational readiness.
- Coordinate with dispatchers/transport planners to ensure optimal vehicle utilization.
- Monitor fleet performance through telematics, GPS, and fleet management systems.
- Manage breakdowns, roadside assistance, and emergency response procedures.

2. Maintenance & Asset Management

- Develop and manage preventive and corrective maintenance schedules.
- Coordinate with workshops, service providers, and OEMs for repairs and inspections.
- Ensure compliance with technical inspections, roadworthiness tests, and safety standards.
- Maintain accurate records of maintenance history, warranties, and asset lifecycle data.

3. Compliance, Safety & Risk Management

- Ensure compliance with road transport regulations, vehicle licensing, and insurance requirements.
- Oversee adherence to safety policies, driver hours (tachograph rules), and ADR regulations where applicable.
- Conduct or support incident investigations, root-cause analysis, and corrective actions.
- Implement risk-reduction measures related to vehicle condition, driver behavior, and operational hazards.



4. Cost Control & Budget Management

- Manage fleet budgets, including fuel, maintenance, leasing, tolls, and insurance.
- Monitor fuel consumption, implement fuel-saving initiatives, and analyze cost variances.
- Evaluate leasing vs. ownership strategies and support procurement of new vehicles.
- Negotiate contracts with suppliers, workshops, and service providers.

5. Driver Management & Support

- Collaborate with HR and operations to ensure adequate driver staffing and training.
- Monitor driver performance, behavior, and compliance through telematics and reports.
- Support driver onboarding, safety briefings, and continuous training initiatives.
- Foster a culture of safety, professionalism, and operational discipline.

6. Fleet Planning & Optimization

- Analyze fleet capacity, utilization, and future needs based on business growth.
- Support decisions on fleet renewal, vehicle specifications, and technology upgrades.
- Implement digital tools for route optimization, fuel monitoring, and maintenance planning.
- Drive continuous improvement initiatives to enhance fleet efficiency and reduce downtime.

7. Reporting & Performance Monitoring

- Track KPIs such as fleet availability, maintenance costs, fuel efficiency, and incident rates.
- Prepare regular reports for management on fleet performance and cost trends.
- Use data insights to recommend operational improvements and investment decisions.

Required Qualifications

Education & Experience

- Degree or vocational training in Transport Management, Logistics, Mechanical Engineering, or related field.



- 3–7 years of experience in fleet management, transport operations, or maintenance coordination.
- Experience with commercial vehicles (vans, trucks, trailers) and road freight operations.

Technical Skills

- Proficiency with fleet management systems (e.g., Fleetboard, Webfleet, Trimble, Transporeon).
- Strong understanding of vehicle mechanics, maintenance processes, and inspection standards.
- Knowledge of road transport regulations, tachograph rules, and safety requirements.
- Strong Excel and digital literacy for reporting and analysis.

Soft Skills

- Strong organizational and problem-solving abilities.
- Excellent communication and interpersonal skills.
- High attention to detail and commitment to safety.
- Ability to work under pressure and manage multiple priorities.
- Leadership mindset with the ability to influence drivers and operational teams.

Preferred Qualifications

- ADR knowledge or experience managing specialized vehicles.
- Experience with sustainability initiatives (eco-driving, CO₂ reduction, alternative fuels).
- Multilingual skills (e.g., English, German, French, Polish).
- Experience in cross-border transport operations.

Key Performance Indicators (KPIs)

- Fleet availability and uptime
- Maintenance cost per vehicle
- Fuel efficiency and consumption trends
- Incident and breakdown rates
- Compliance with inspections and regulatory requirements
- Driver performance and safety metrics



- Total cost of ownership (TCO) optimization

Working Conditions

- Office-based role with regular visits to depots, workshops, and vehicle yards.
- Occasional travel to suppliers, service centers, or operational sites.
- Fast-paced environment requires rapid decision-making and coordination.

Why This Role Matters

The Fleet Manager ensures that every vehicle is **safe, compliant, cost-efficient, and ready to perform**. This role directly impacts customer satisfaction, operational reliability, and the financial health of the transport business.



4.3. Route Planner

Route Optimization • Transport Scheduling • Fleet Efficiency • Customer Service

Position Summary

The Route Planner is responsible for designing, optimizing, and coordinating daily transport routes to ensure efficient, timely, and cost-effective delivery operations. This role analyzes transport orders, vehicle availability, driver schedules, and geographic constraints to create optimal routing plans. Route Planner works closely with dispatchers, drivers, customer service teams, and warehouse operations to maintain high service levels and operational reliability.

Key Responsibilities

1. Route Planning & Optimization

- Develop daily and weekly transport routes based on delivery windows, load types, and geographic constraints.
- Use routing software and telematics data to optimize mileage, fuel consumption, and vehicle utilization.
- Adjust plans proactively in response to traffic, weather, customer changes, or operational disruptions.
- Ensure compliance with legal driving hours, rest periods, and vehicle restrictions.

2. Transport Coordination

- Collaborate with dispatchers and fleet managers to align routing with vehicle availability and maintenance schedules.
- Coordinate with warehouse teams to ensure loading sequences match planned routes.
- Support real-time adjustments to routes during the day to maintain service reliability.
- Ensure efficient allocation of vehicles based on cargo type (FTL, LTL, ADR, temperature-controlled).

3. Driver Communication & Support

- Provide drivers with clear route instructions, delivery priorities, and special requirements.
- Support drivers with updated routing information in case of delays or route deviations.
- Monitor driver feedback to improve future route planning and operational efficiency.



4. Customer Service & Stakeholder Engagement

- Communicate proactively with customer service teams regarding delivery schedules, delays, and exceptions.
- Ensure routing plans meet customer expectations and contractual service levels.
- Support customer-specific routing requirements, time-critical deliveries, and special handling needs.

5. Data Analysis & Continuous Improvement

- Analyze route performance metrics such as on-time delivery, mileage, fuel usage, and driver productivity.
- Identify inefficiencies and propose improvements to routing strategies and operational processes.
- Support digitalization initiatives, including automated route planning, telematics integration, and predictive analytics.
- Maintain accurate routing data, maps, and system configurations.

6. Compliance & Documentation

- Ensure routing plans comply with road transport regulations, weight limits, and vehicle restrictions.
- Maintain documentation related to route plans, delivery schedules, and operational changes.
- Support audits and internal compliance checks.

Required Qualifications

Education & Experience

- Vocational training or degree in Transport Management, Logistics, Supply Chain, or related field.
- 1–3 years of experience in route planning, dispatching, or transport coordination.
- Experience in road freight, distribution, or last-mile delivery environments is an advantage.

Technical Skills

- Proficiency with route planning or TMS systems (e.g., PTV Route Optimizer, Transporeon, Trimble, Webfleet).
- Strong geographical knowledge of regional and European road networks.
- Understanding driving hours regulations, tachograph rules, and vehicle capabilities.



- Strong Excel and digital literacy for planning and reporting.

Soft Skills

- Excellent analytical and problem-solving abilities.
- Strong communication and interpersonal skills.
- High attention to detail and organizational discipline.
- Ability to work under pressure and manage multiple priorities.
- Customer-focused mindset with a proactive approach.

Preferred Qualifications

- Experience with ADR or temperature-controlled transport.
- Multilingual skills (e.g., English, German, French, Polish).
- Familiarity with sustainability initiatives (eco-routing, CO₂ reduction).
- Experience with cross-border transport operations.

Key Performance Indicators (KPIs)

- On-time delivery performance
- Route efficiency (mileage, fuel consumption, load factor)
- Driver productivity and satisfaction
- Empty mileage reduction
- Compliance with driving hours and legal requirements
- Customer satisfaction and service reliability

Working Conditions

- Office-based role with potential shift or rotating schedules depending on operational needs.
- Fast-paced environment requiring rapid decision-making and coordination.
- Frequent communication with drivers, dispatchers, and warehouse teams.

Why This Role Matters

The Route Planner ensures that every delivery is **efficient, compliant, and customer-focused**. Their work directly impacts operational costs, fleet performance, and the overall reliability of the transport network.



4.4. Transport Coordinator

Operational Coordination • Customer Service • Fleet Support • Transport Administration

Position Summary

The Transport Coordinator supports the daily execution of road freight operations by coordinating shipments, communicating with drivers and customers, and ensuring all transport activities run smoothly, safely, and efficiently. This role manages transport documentation, monitors delivery progress, resolves operational issues, and collaborates closely with dispatchers, planners, warehouse teams, and fleet management. The Transport Coordinator plays a key role in maintaining service quality and operational continuity.

Key Responsibilities

1. Daily Transport Coordination

Support the scheduling and execution of transport orders in alignment with dispatch and planning teams.

Monitor shipment status and ensure timely pickups and deliveries.

Communicate route details, delivery instructions, and operational updates to drivers.

Coordinate with warehouses, depots, and cross-dock facilities for loading/unloading activities.

2. Driver Communication & Support

Serve as a primary contact for drivers during their shifts.

Provide real-time assistance in case of delays, traffic issues, or operational disruptions.

Ensure drivers follow safety procedures, legal requirements, and company policies.

Collect and verify driver reports, delivery notes, and incident information.

3. Customer Service & Stakeholder Engagement

Communicate proactively with customers regarding delivery times, delays, and exceptions.

Handle customer inquiries, complaints, and service updates professionally.

Coordinate with sales and customer service teams to ensure customer expectations are met.

Maintain strong relationships with subcontractors and transport partners.

4. Documentation & Compliance



Prepare and verify transport documents (CMR, delivery notes, manifests, customs papers).

Ensure compliance with road transport regulations, ADR rules, and internal procedures.

Maintain accurate records of shipments, driver hours, and operational logs.

Support audits and internal compliance checks.

5. Operational Monitoring & Reporting

Track KPIs such as on-time delivery, delays, and operational exceptions.

Update TMS and fleet management systems with accurate, real-time data.

Report recurring issues to supervisors and support continuous improvement initiatives.

Assist with incident reporting and follow-up actions.

6. Administrative & Coordination Tasks

Support subcontractor coordination, including booking, confirmation, and documentation.

Assist with fleet availability checks, vehicle allocation, and maintenance scheduling.

Coordinate return loads, backhauls, and equipment repositioning when required.

Ensure smooth handover between shifts and maintain clear communication logs.

Required Qualifications

Education & Experience

Vocational training or degree in Transport Management, Logistics, Supply Chain, or related field.

1–3 years of experience in transport coordination, dispatching, or logistics operations.

Experience in road freight or distribution environments is an advantage.

Technical Skills

Familiarity with TMS/fleet systems (e.g., Transporeon, Trimble, Webfleet, PTV).

Understanding of road transport regulations, tachograph rules, and vehicle capabilities.

Strong digital literacy, including Excel and operational reporting tools.

Good geographical knowledge of regional and European road networks.

Soft Skills

Strong communication and interpersonal abilities.

High attention to detail and organizational discipline.



Ability to multitask and remain calm under pressure.

Customer-focused mindset with a proactive approach.

Problem-solving skills and a collaborative attitude.

Preferred Qualifications

ADR knowledge or experience with specialized cargo.

Multilingual skills (e.g., English, German, French, Polish).

Experience with cross-border transport operations.

Familiarity with sustainability initiatives (eco-driving, CO₂ reporting).

Key Performance Indicators (KPIs)

On-time delivery performance

Accuracy of documentation and system updates

Driver and customer satisfaction

Operational exception rate

Compliance with legal and safety requirements

Communication quality and responsiveness

Working Conditions

Office-based role with potential shift or rotating schedules depending on operational needs.

Fast-paced environment requires rapid decision-making and coordination.

Frequent communication with drivers, customers, and operational partners.

Why This Role Matters

The Transport Coordinator ensures that every shipment moves **smoothly, safely, and on time**. Their coordination keeps the fleet efficient, customers informed, and operations running without disruption making them a vital link in the road freight supply chain.



4.5. Traffic Controller

Real-Time Fleet Monitoring • Operational Control • Safety & Compliance • Communication Hub

Position Summary

The Traffic Controller is responsible for monitoring and coordinating the real-time movement of vehicles across the transport network. This role ensures safe, efficient, and compliant operations by tracking fleet activity, communicating with drivers, responding to incidents, and supporting dispatch and planning teams. The Traffic Controller acts as the central point of operational control, maintaining situational awareness and ensuring service continuity throughout the shift.

Key Responsibilities

1. Real-Time Fleet Monitoring

Track vehicle locations, status, and progress using telematics and fleet management systems.

Monitor adherence to planned routes, schedules, and delivery windows.

Identify deviations, delays, or risks and take immediate corrective action.

Maintain continuous situational awareness of fleet activity across regions.

2. Driver Communication & Support

Serve as the primary point of contact for drivers during live operations.

Provide instructions, updates, and support in case of traffic issues, incidents, or route changes.

Ensure drivers comply with safety rules, legal driving hours, and company procedures.

Escalate critical issues to supervisors or emergency services when required.

3. Incident & Disruption Management

Respond quickly to breakdowns, accidents, delays, or unexpected events.

Coordinate roadside assistance, vehicle recovery, or replacement vehicles.

Communicate disruptions to dispatchers, planners, and customer service teams.

Document incidents and support root-cause analysis for continuous improvement.

4. Operational Coordination

Collaborate with dispatchers, planners, and fleet managers to maintain operational flow.

Support load adjustments, re-routing, and resource reallocation during peak periods.



Ensure smooth coordination between warehouse operations, cross-dock facilities, and drivers.

Assist in managing subcontractor movements and external transport partners.

5. Compliance & Safety Oversight

Monitor driver hours, rest periods, and tachograph data to ensure legal compliance.

Ensure vehicles operate within weight limits, ADR requirements, and road regulations.

Promote a strong safety culture through proactive communication and guidance.

Support audits and compliance checks with accurate operational records.

6. Reporting & Documentation

Maintain accurate logs of fleet activity, incidents, and operational changes.

Update TMS and telematics systems with real-time information.

Provide shift handover reports to ensure continuity between teams.

Support KPI tracking such as on-time performance, incident frequency, and fleet utilization.

Required Qualifications

Education & Experience

Vocational training or degree in Transport Management, Logistics, or related field.

1–3 years of experience in transport operations, dispatching, or fleet monitoring.

Experience in road freight, distribution, or emergency response environments is an advantage.

Technical Skills

Proficiency with telematics and fleet management systems (e.g., Webfleet, Trimble, Fleetboard).

Understanding of road transport regulations, tachograph rules, and safety requirements.

Strong digital literacy, including Excel and operational reporting tools.

Good geographical knowledge of regional and European road networks.

Soft Skills

Excellent communication and multitasking abilities.

Strong situational awareness and decision-making under pressure.

High attention to detail and operational discipline.



Calm, professional demeanor in fast-moving or stressful situations.

Customer-focused mindset with a collaborative approach.

Preferred Qualifications

ADR knowledge or experience with specialized cargo.

Multilingual skills (e.g., English, German, French, Polish).

Experience with cross-border transport operations.

Familiarity with emergency response protocols.

Key Performance Indicators (KPIs)

On-time delivery and schedule adherence

Incident response time and resolution quality

Driver satisfaction and communication effectiveness

Compliance with driving hours and safety regulations

Fleet utilization and operational continuity

Accuracy of logs and system updates

Working Conditions

Shift-based role, often covering evenings, nights, weekends, or 24/7 operations.

Fast-paced environment requiring constant monitoring and rapid decision-making.

Frequent communication with drivers, dispatchers, and operational partners.

Occasional on-site presence at depots, yards, or control rooms.

Why This Role Matters

The Traffic Controller ensures that the transport network runs **safely, smoothly, and without interruption**. Their vigilance and real-time decision-making protect drivers, safeguard assets, and uphold service reliability making them indispensable to road freight.



4.6. Operations Supervisor (Road Freight)

Team Leadership • Transport Execution • Service Quality • Compliance & Safety

Position Summary

The Operations Supervisor (Road Freight) oversees the day-to-day execution of transport activities, ensuring safe, efficient, and reliable road freight operations. This role leads dispatchers, planners, and coordinators, manages driver performance, monitors fleet activity, and ensures compliance with legal and company standards. The supervisor acts as the operational focal point, driving service quality, cost control, and continuous improvement across the transport function.

Key Responsibilities

1. Daily Operational Leadership

Supervise and support dispatchers, planners, and transport coordinators during daily operations.

Ensure all transport orders are executed on time, safely, and according to customer requirements.

Monitor fleet activity, route adherence, and delivery performance in real time.

Resolve operational issues quickly, including delays, breakdowns, and customer escalations.

2. Driver Management & Support

Lead and support drivers, ensuring clear communication of routes, priorities, and safety expectations.

Conduct driver briefings, debriefings, and performance reviews.

Ensure compliance with driving hours, tachograph rules, and rest-period regulations.

Address driver concerns, incidents, and disciplinary matters professionally.

3. Planning & Dispatch Coordination

Oversee route planning, vehicle allocation, and load optimization.

Ensure efficient coordination between warehouse operations, cross-dock facilities, and the fleet.

Support planners in adjusting schedules due to traffic, weather, or operational disruptions.

Ensure accurate and timely updates in TMS and telematics systems.

4. Customer Service & Stakeholder Engagement



Act as an escalation point for customer service teams regarding delays or service issues.

Maintain strong relationships with key customers, subcontractors, and transport partners.

Ensure service levels, delivery windows, and contractual KPIs are consistently met.

Support customer-specific operational requirements and special projects.

5. Compliance, Safety & Quality Assurance

Ensure full compliance with road transport regulations, ADR rules, and company policies.

Promote a strong safety culture through training, toolbox talks, and continuous reinforcement.

Conduct incident investigations, root-cause analysis, and corrective action follow-up.

Maintain audit-ready documentation for inspections, driver hours, and vehicle compliance.

6. Performance Monitoring & Reporting

Track operational KPIs such as on-time delivery, fleet utilization, empty mileage, and incident rates.

Prepare daily/weekly operational reports for management.

Identify performance gaps and lead improvement initiatives.

Support cost-control measures related to fuel, tolls, subcontractors, and fleet usage.

7. Team Development & Leadership

Train, mentor, and develop dispatchers, planners, and coordinators.

Foster a culture of accountability, teamwork, and continuous improvement.

Support workforce planning, shift scheduling, and succession development.

Lead by example with professionalism, calmness, and operational discipline.

Required Qualifications

Education & Experience

Degree or vocational training in Transport Management, Logistics, Supply Chain, or related field.

3–5 years of experience in road freight operations, dispatching, or fleet coordination.

Previous supervisory or team-lead experience is highly preferred.



Technical Skills

Strong knowledge of road transport regulations, tachograph rules, and safety standards.

Proficiency with TMS, telematics, and fleet management systems (e.g., Transporeon, Trimble, Webfleet).

Good understanding of vehicle types, load requirements, and operational constraints.

Strong Excel and digital literacy for reporting and analysis.

Soft Skills

Excellent leadership and communication abilities.

Strong problem-solving skills and calmness under pressure.

High attention to detail and organizational discipline.

Customer-focused mindset with a proactive approach.

Ability to manage multiple priorities in a fast-paced environment.

Preferred Qualifications

ADR knowledge or experience with specialized cargo.

Experience with cross-border transport operations.

Multilingual skills (e.g., English, German, French, Polish).

Familiarity with sustainability initiatives (eco-driving, CO₂ reduction, fleet efficiency).

Key Performance Indicators (KPIs)

On-time delivery performance

Fleet utilization and load factor

Driver performance and compliance

Incident and accident rates

Customer satisfaction and service reliability

Operational cost efficiency

Team performance and engagement

Working Conditions

Office-based role with regular presence in the transport yard, warehouse, or cross-dock.

Shift or rotating schedules depending on operational needs (including early/late shifts).

Fast-paced environment requiring rapid decision-making and constant communication.



Frequent interaction with drivers, customers, and operational partners.

Why This Role Matters

The Operations Supervisor ensures that the road freight operation runs **smoothly, safely, and profitably**. Their leadership directly impacts on customer satisfaction, fleet performance, and the overall success of the transport network.



4.7. Transport Operations Manager

Operational Leadership • Fleet Performance • Customer Excellence • Compliance & Safety

Position Summary

The Transport Operations Manager oversees the full execution of road freight operations, ensuring safe, efficient, and profitable transport activities across the fleet. This role leads dispatch, planning, driver management, customer service, and fleet coordination teams. The manager is responsible for operational strategy, service quality, cost control, compliance, and continuous improvement. They act as the central operational leader, ensuring that daily performance aligns with commercial commitments and organizational goals.

Key Responsibilities

1. Operational Leadership & Daily Execution

Lead and supervise dispatchers, planners, coordinators, and traffic controllers.

Ensure all transport orders are executed safely, on time, and in line with customer requirements.

Monitor fleet activity, route adherence, and delivery performance using TMS and telematics systems.

Resolve operational disruptions quickly, including delays, breakdowns, and customer escalations.

2. Driver Management & Workforce Coordination

Oversee driver scheduling, allocation, and performance management.

Ensure compliance with driving hours, tachograph rules, rest periods, and safety standards.

Conduct driver briefings, debriefings, and performance reviews.

Support recruitment, onboarding, and continuous training of drivers.

3. Fleet & Resource Optimization

Ensure optimal vehicle utilization, load planning, and route efficiency.

Collaborate with fleet managers on maintenance schedules, vehicle availability, and equipment needs.

Reduce empty mileage, fuel consumption, and operational waste.

Support decisions on subcontractor usage and external transport partners.

4. Customer Service & Stakeholder Engagement



Act as the operational escalation point for key customers and internal stakeholders.

Ensure service levels, delivery windows, and contractual KPIs are consistently met.

Support customer-specific operational requirements, tenders, and improvement initiatives.

Maintain strong relationships with warehouses, depots, and cross-dock facilities.

5. Compliance, Safety & Quality Assurance

Ensure full compliance with road transport regulations, ADR rules, and company policies.

Promote a strong safety culture through training, toolbox talks, and continuous reinforcement.

Lead incident investigations, root-cause analysis, and corrective action implementation.

Maintain audit-ready documentation for inspections, driver hours, and vehicle compliance.

6. Financial & Performance Management

Manage operational budgets, including fuel, tolls, subcontractors, and fleet costs.

Track KPIs such as on-time delivery, fleet utilization, cost per km, and incident rates.

Analyze operational data to identify trends, inefficiencies, and improvement opportunities.

Support pricing, tendering, and profitability analysis with commercial teams.

7. Continuous Improvement & Digitalization

Lead initiatives to improve operational efficiency, service quality, and cost control.

Support digital transformation projects (automated planning, telematics, analytics).

Standardize processes across shifts, branches, or regions.

Drive innovation in routing, fleet usage, and customer communication.

8. Team Leadership & Development

Build a high-performance culture focused on accountability, teamwork, and service excellence.

Train, mentor, and develop operational staff across all functions.

Support workforce planning, shift scheduling, and succession development.

Foster collaboration across departments including sales, fleet, HR, and finance.



Required Qualifications

Education & Experience

Degree in Transport Management, Logistics, Supply Chain, Business Administration, or related field.

5–8 years of experience in road freight operations, dispatching, or fleet management.

Proven leadership experience in a fast-paced operational environment.

Technical Skills

Strong knowledge of road transport regulations, tachograph rules, and safety standards.

Proficiency with TMS, telematics, and fleet management systems (e.g., Transporeon, Trimble, Webfleet).

Understanding of vehicle types, load requirements, and operational constraints.

Strong analytical skills and digital literacy, including Excel and reporting tools.

Soft Skills

Excellent leadership and communication abilities.

Strong problem-solving skills and calmness under pressure.

High attention to detail and organizational discipline.

Customer-focused mindset with a proactive approach.

Ability to manage multiple priorities in a dynamic environment.

Preferred Qualifications

ADR knowledge or experience with specialized cargo.

Experience with cross-border transport operations.

Multilingual skills (e.g., English, German, French, Polish).

Familiarity with sustainability initiatives (eco-driving, CO₂ reduction, fleet efficiency).

Key Performance Indicators (KPIs)

On-time delivery performance

Fleet utilization and load factor

Cost efficiency (fuel, tolls, subcontractor spend)

Driver performance and compliance

Incident and accident rates

Customer satisfaction and service reliability



Team performance and engagement

Working Conditions

Office-based role with regular presence in the transport yard, warehouse, or cross-dock.

Shift or rotating schedules depending on operational needs.

Fast-paced environment requiring rapid decision-making and constant communication.

Frequent interaction with drivers, customers, and operational partners.

Why This Role Matters

The Transport Operations Manager ensures that the road freight operation runs **smoothly, safely, and profitably**. Their leadership directly shapes customer satisfaction, fleet performance, and the overall success of the transport network.



4.8. Cross Dock Supervisor

Shift Leadership • Freight Flow • Warehouse Coordination • Safety & Quality

Position Summary

The Cross Dock Supervisor oversees the daily operations of the cross-dock facility, ensuring efficient, accurate, and safe movement of inbound and outbound freight. This role leads warehouse teams, coordinates with transport operations, manages dock activities, and ensures compliance with operational standards. The supervisor is responsible for shift performance, freight integrity, resource allocation, and continuous improvement within a high-velocity logistics environment.

Key Responsibilities

1. Shift Leadership & Workforce Management

Supervise cross-dock staff including forklift drivers, loaders, unloaders, and team leads. Assign tasks, manage shift schedules, and ensure adequate staffing levels. Conduct shift briefings, performance feedback, and on-the-floor coaching. Foster a culture of teamwork, accountability, and operational discipline.

2. Inbound & Outbound Freight Coordination

Oversee unloading, sorting, scanning, staging, and reloading of freight. Ensure freight is processed accurately and efficiently according to routing plans. Coordinate closely with dispatchers, planners, and drivers to maintain flow. Manage dock door assignments and optimize dock utilization.

3. Quality, Accuracy & Freight Integrity

Ensure correct labeling, scanning, and documentation of all freight. Monitor freight handling to prevent damage, loss, or misrouting. Conduct spot checks, audits, and quality inspections. Resolve discrepancies, missing freight, or load exceptions promptly.

4. Safety, Compliance & Housekeeping

Enforce safety procedures, PPE requirements, and equipment operating standards. Ensure compliance with warehouse regulations, ADR rules (if applicable), and company policies. Conduct safety walks, toolbox talks, and incident investigations. Maintain a clean, organized, and hazard-free dock environment.



5. Equipment & Resource Management

Oversee the use and condition of forklifts, pallet jacks, scanners, and dock equipment.

Coordinate with maintenance teams to ensure equipment availability and safety.

Monitor consumables (pallets, straps, labels) and ensure adequate stock levels.

6. Communication & Coordination

Serve as the primary contact for drivers during loading/unloading.

Communicate proactively with transport operations regarding delays, exceptions, or urgent loads.

Ensure smooth transfers between shifts with accurate reporting and documentation.

7. Performance Monitoring & Reporting

Track KPIs such as throughput, accuracy, dock productivity, and damage rates.

Prepare shift reports and escalate operational issues when necessary.

Identify bottlenecks and lead improvement initiatives to enhance efficiency.

Required Qualifications

Education & Experience

Vocational training or degree in Logistics, Supply Chain, or related field.

3–5 years of experience in warehouse, cross-dock, or freight handling operations.

Previous supervisory or team-lead experience is strongly preferred.

Technical Skills

Knowledge of warehouse processes, freight handling, and cross-dock operations.

Proficiency with WMS/TMS systems and handheld scanning devices.

Understanding of forklift operations and warehouse equipment.

Familiarity with safety regulations, ADR rules, and load-securement standards.

Soft Skills

Strong leadership and communication abilities.

High attention to detail and commitment to accuracy.

Ability to work under pressure in a fast-paced environment.

Problem-solving mindset with a proactive approach.

Strong organizational and multitasking skills.



Preferred Qualifications

Forklift certification or experience supervising forklift operations.

Experience in LTL, parcel, or high-velocity distribution environments.

Multilingual abilities (e.g., English, German, French, Polish).

Experience with continuous improvement methodologies (5S, Lean, Kaizen).

Key Performance Indicators (KPIs)

Freight accuracy and damage rate

Throughput and dock productivity

On-time outbound departures

Safety performance and incident frequency

Cleanliness and organization of the dock

Team performance and engagement

Working Conditions

On-site role in a warehouse/cross-dock environment.

Shift-based work, including early, late, or night shifts depending on operations.

Physical presence required on the dock floor for most of the shift.

Fast-paced environment with frequent interaction with drivers and warehouse teams.

Why This Role Matters

The Cross Dock Supervisor ensures freight moves **quickly, safely, and accurately** through the facility directly impacting customer satisfaction, transport efficiency, and overall supply chain performance.



4.9. Linehaul Coordinator

Long-Distance Transport • Scheduling • Fleet Coordination • Service Reliability

Position Summary

The Linehaul Coordinator is responsible for planning, coordinating, and monitoring long-distance transport movements within the company's linehaul network. This role ensures that trailers, drivers, and schedules are aligned to meet service commitments, optimize fleet utilization, and maintain compliance with legal and operational standards. The Linehaul Coordinator acts as the central link between depots, hubs, drivers, subcontractors, and planning teams to ensure smooth overnight and inter-terminal freight flows.

Key Responsibilities

1. Linehaul Planning & Scheduling

Plan and assign daily/weekly linehaul routes based on volume forecasts, service windows, and network requirements.

Coordinate trailer availability, tractor allocation, and driver assignments.

Optimize schedules to reduce empty mileage, maximize load factor, and improve cost efficiency.

Adjust plans proactively in response to delays, breakdowns, or operational disruptions.

2. Fleet & Driver Coordination

Communicate route details, departure times, and special instructions to drivers.

Ensure compliance with driving hours, rest periods, and tachograph regulations.

Monitor driver progress and provide real-time support during the journey.

Coordinate with fleet management for vehicle availability, maintenance, and inspections.

3. Hub & Depot Communication

Maintain close coordination with cross-dock supervisors, terminal managers, and warehouse teams.

Ensure inbound and outbound linehaul movements align with loading/unloading schedules.

Communicate delays, early arrivals, or operational changes to all relevant stakeholders.

Support smooth trailer swaps, drop-and-hook operations, and inter-terminal transfers.

4. Subcontractor & Partner Management



Coordinate with external carriers and subcontractors for additional capacity.

Confirm bookings, monitor performance, and ensure compliance with service standards.

Validate documentation, rates, and operational requirements for partner carriers.

5. Compliance, Safety & Documentation

Ensure all linehaul operations comply with road transport regulations, ADR rules (if applicable), and company policies.

Verify transport documents (CMR, manifests, trailer checklists) for accuracy and completeness.

Support incident reporting, investigations, and corrective actions.

Maintain audit-ready records of schedules, driver hours, and operational logs.

6. Performance Monitoring & Reporting

Track KPIs such as on-time departures, arrival accuracy, load factor, and empty mileage.

Update TMS and telematics systems with real-time data and status updates.

Identify recurring issues and propose improvements to enhance network performance.

Support continuous improvement initiatives across the linehaul network.

Required Qualifications

Education & Experience

Vocational training or degree in Transport Management, Logistics, Supply Chain, or related field.

2–4 years of experience in linehaul coordination, dispatching, or road freight operations.

Experience in LTL, parcel, or cross-border transport environments is an advantage.

Technical Skills

Proficiency with TMS, telematics, and fleet management systems.

Strong understanding of driving hours, tachograph rules, and long-distance transport regulations.

Good geographical knowledge of national and European road networks.

Strong digital literacy, including Excel and operational reporting tools.

Soft Skills

Excellent communication and multitasking abilities.

Strong problem-solving skills and calmness under pressure.



High attention to detail and organizational discipline.

Customer-focused mindset with a proactive approach.

Ability to coordinate multiple stakeholders in a fast-paced environment.

Preferred Qualifications

ADR knowledge or experience with specialized freight.

Experience with international linehaul operations.

Multilingual skills (e.g., English, German, French, Polish).

Familiarity with sustainability initiatives (fuel efficiency, CO₂ reduction).

Key Performance Indicators (KPIs)

On-time departures and arrivals

Load factor and trailer utilization

Empty mileage reduction

Driver compliance and safety performance

Subcontractor performance and cost efficiency

Accuracy of documentation and system updates

Working Conditions

Office-based role with shift or rotating schedules (often covering evening or night operations).

Fast-paced environment requiring rapid decision-making and constant communication.

Frequent interaction with drivers, depots, hubs, and external carriers.

Why This Role Matters

The Linehaul Coordinator ensures that the long-distance backbone of the transport network runs **smoothly, reliably, and efficiently**. Their coordination directly impacts service quality, cost control, and the overall performance of the logistics operation.



4.10. Last Mile Delivery Coordinator

Delivery Scheduling • Driver Support • Customer Experience • Real-Time Operational Control

Position Summary

The Last Mile Delivery Coordinator manages and supports the daily execution of final-mile delivery operations. This role ensures that delivery routes, drivers, vehicles, and customer commitments are aligned for efficient, accurate, and timely delivery. The coordinator acts as the communication hub between drivers, dispatch, warehouse teams, and customers, ensuring smooth operations, rapid problem-solving, and high service quality.

Key Responsibilities

1. Delivery Planning & Scheduling

Coordinate daily delivery assignments based on volume forecasts, geographic zones, and driver availability.

Support route optimization to reduce mileage, improve delivery speed, and maximize vehicle utilization.

Adjust delivery plans proactively in response to traffic, weather, customer changes, or operational disruptions.

Ensure compliance with delivery windows, service levels, and customer-specific requirements.

2. Driver Communication & Support

Serve as the primary point of contact for delivery drivers throughout the shift.

Provide clear instructions, route updates, and delivery priorities.

Support drivers with real-time problem-solving (access issues, failed deliveries, address discrepancies).

Ensure drivers follow safety procedures, customer service standards, and company policies.

3. Customer Service & Issue Resolution

Communicate proactively with customers regarding delivery times, delays, or exceptions.

Handle customer inquiries, complaints, and special delivery requests professionally.

Coordinate with customer service teams to ensure accurate and timely information flow.



Maintain strong relationships with key accounts and delivery partners.

4. Warehouse & Cross-Dock Coordination

Collaborate with warehouse teams to ensure accurate picking, staging, and loading of delivery vehicles.

Verify that parcels and shipments are correctly sorted by route and delivery sequence.

Support loading operations to ensure timely vehicle departures.

Communicate any discrepancies or missing items to warehouse supervisors.

5. Real-Time Monitoring & Operational Control

Track delivery progress using telematics, handheld devices, and TMS systems.

Monitor route adherence, delivery success rates, and driver performance.

Respond quickly to incidents, delays, or failed delivery attempts.

Coordinate redelivery, returns, and special handling requirements.

6. Documentation & Compliance

Ensure accurate completion of delivery documentation (PODs, returns, exceptions).

Maintain records of driver hours, vehicle usage, and operational logs.

Ensure compliance with road transport regulations, safety rules, and company standards.

Support audits and internal compliance checks.

7. Reporting & Continuous Improvement

Track KPIs such as on-time delivery, first-attempt success rate, and customer satisfaction.

Identify recurring issues and propose improvements to routes, processes, or communication.

Support digitalization initiatives (real-time tracking, automated notifications, mobile apps).

Contribute to cost-saving and efficiency-enhancing initiatives.

Required Qualifications

Education & Experience

Vocational training or degree in Logistics, Transport Management, Supply Chain, or related field.

1–3 years of experience in last-mile delivery, dispatching, or logistics coordination.



Experience in courier, parcel, or e-commerce delivery environments is an advantage.

Technical Skills

Proficiency with delivery management systems, handheld scanners, and routing tools.

Strong understanding of last-mile delivery processes and urban logistics challenges.

Good geographical knowledge of local delivery areas and traffic patterns.

Strong digital literacy, including Excel and operational reporting tools.

Soft Skills

Excellent communication and customer-service abilities.

Strong problem-solving skills and calmness under pressure.

High attention to detail and organizational discipline.

Ability to multitask in a fast-paced, time-sensitive environment.

Collaborative mindset with a proactive approach.

Preferred Qualifications

Experience with same-day or express delivery networks.

Multilingual skills (e.g., English, German, French, Dutch).

Familiarity with sustainability initiatives (eco-routing, electric vehicles).

Experience with cross-border last-mile operations.

Key Performance Indicators (KPIs)

On-time delivery rate

First-attempt delivery success

Customer satisfaction and complaint resolution

Driver performance and communication quality

Delivery accuracy and exception rate

Cost efficiency and route productivity

Working Conditions

Office-based role with frequent interaction with drivers, warehouse teams, and customers.

Shift-based work depending on delivery network requirements (early, late, weekend).

Fast-paced environment requiring rapid decision-making and real-time coordination.



Occasional on-site presence at depots, hubs, or delivery zones.

Why This Role Matters

The Last Mile Delivery Coordinator ensures that the final step of the supply chain the moment the customer receives their order is **smooth, reliable, and customer-focused**. Their work directly shapes customer satisfaction, brand reputation, and operational efficiency.



4.11. Night Operations Manager

Overnight Leadership • Service Continuity • Fleet & Warehouse Coordination • Safety & Compliance

Position Summary

The Night Operations Manager oversees all transport and warehouse activities during night shifts, ensuring safe, efficient, and uninterrupted operations. This role leads night-shift teams across dispatch, cross-dock, linehaul, and last-mile preparation, while maintaining service levels, resolving operational issues, and safeguarding compliance. The manager acts as the highest authority on duty during night hours, ensuring that freight flows smoothly and the network is fully prepared for the next day's operations.

Key Responsibilities

1. Night-Shift Leadership & Team Management

Lead and supervise night-shift staff including dispatchers, coordinators, warehouse teams, and cross-dock personnel.

Conduct shift briefings, allocate tasks, and ensure adequate staffing levels.

Provide on-the-floor leadership, coaching, and performance feedback.

Maintain a positive, disciplined, and safety-focused work environment.

2. Transport & Linehaul Coordination

Oversee all night linehaul departures, arrivals, and trailer movements.

Ensure on-time departures and accurate trailer loading according to routing plans.

Coordinate with drivers, subcontractors, and depots to resolve issues in real time.

Monitor telematics systems to track vehicle progress and respond to disruptions.

3. Cross-Dock & Warehouse Operations

Supervise unloading, sorting, scanning, staging, and reloading of freight.

Ensure freight accuracy, damage prevention, and correct routing.

Manage dock door assignments and optimize workflow to meet tight departure windows.

Coordinate with warehouse supervisors to ensure smooth handover to morning teams.

4. Real-Time Problem Solving & Incident Management

Respond quickly to breakdowns, delays, staffing shortages, or operational disruptions.

Coordinate emergency actions such as vehicle recovery, re-routing, or load reallocation.



Communicate critical issues to senior management and relevant departments.

Document incidents and support root-cause analysis for continuous improvement.

5. Safety, Compliance & Quality Assurance

Enforce safety procedures, PPE requirements, and equipment operating standards.

Ensure compliance with driving hours, ADR rules, and warehouse regulations.

Conduct safety walks, toolbox talks, and incident investigations.

Maintain audit-ready documentation for inspections and compliance checks.

6. Customer Service & Communication

Provide overnight support to key customers, partners, and internal teams.

Communicate delays, exceptions, or urgent issues to customer service and day-shift managers.

Ensure customer-specific requirements are met during night operations.

7. Reporting & Handover

Prepare detailed shift reports covering KPIs, incidents, staffing, and operational performance.

Ensure smooth handover to morning management teams with clear priorities and follow-ups.

Track night-shift KPIs such as on-time departures, freight accuracy, and incident rates.

Required Qualifications

Education & Experience

Degree or vocational training in Logistics, Transport Management, Supply Chain, or related field.

3–7 years of experience in transport, warehouse, or cross-dock operations.

Previous supervisory or management experience in a fast-paced environment.

Technical Skills

Strong understanding of road freight operations, linehaul networks, and cross-dock processes.

Proficiency with TMS, WMS, telematics, and scanning systems.

Knowledge of safety regulations, tachograph rules, and warehouse compliance standards.

Strong analytical and digital skills for reporting and operational monitoring.



Soft Skills

Excellent leadership and communication abilities.

Calm, decisive, and solution-oriented under pressure.

High attention to detail and operational discipline.

Strong organizational and multitasking abilities.

Ability to motivate and guide night-shift teams.

Preferred Qualifications

Experience in parcel, LTL, or high-velocity distribution environments.

ADR knowledge or experience with specialized freight.

Multilingual skills (e.g., English, German, French, Polish).

Experience with continuous improvement methodologies (Lean, 5S, Kaizen).

Key Performance Indicators (KPIs)

On-time linehaul departures and arrivals

Freight accuracy and damage rate

Night-shift productivity and throughput

Safety performance and incident frequency

Customer satisfaction and service reliability

Quality of shift handover and communication

Working Conditions

Night-shift role with full responsibility for overnight operations.

On-site presence required in warehouse, cross-dock, or transport yard environments.

Fast-paced, time-critical operations requiring rapid decision-making.

Frequent interaction with drivers, warehouse teams, and external partners.

Why This Role Matters

The Night Operations Manager ensures that the logistics network remains **safe, efficient, and fully operational** during the most critical hours. Their leadership directly impacts on the next day readiness, customer satisfaction, and the overall reliability of the supply chain.



4.12. Driver Manager / Driver Supervisor

Driver Leadership • Safety & Compliance • Performance Management • Operational Support

Position Summary

The Driver Manager / Driver Supervisor is responsible for leading, supporting, and developing the company's driver workforce. This role ensures that drivers operate safely, comply with legal and company standards, deliver high-quality service, and represent the organization professionally on the road and at customer sites. The supervisor acts as the primary point of contact for drivers, coordinating schedules, resolving issues, monitoring performance, and fostering a strong safety culture.

Key Responsibilities

1. Driver Leadership & Daily Support

Serve as the main point of contact for drivers during their shifts.

Provide clear instructions, route details, and operational priorities.

Conduct daily briefings and end-of-shift debriefings.

Support drivers with real-time problem-solving (delays, incidents, customer issues).

2. Performance Management

Monitor driver performance using telematics, tachograph data, and operational KPIs.

Address unsafe driving behavior, service failures, or policy violations promptly.

Conduct regular performance reviews and coaching sessions.

Recognize high performance and promote a positive, professional driver culture.

3. Safety, Compliance & Training

Ensure full compliance with driving hours, rest periods, tachograph rules, and road transport regulations.

Conduct safety briefings, toolbox talks, and refresher training.

Support incident investigations, root-cause analysis, and corrective actions.

Promote a strong safety culture and enforce PPE, load-securement, and vehicle-inspection standards.

4. Scheduling & Workforce Coordination

Coordinate driver schedules, shift assignments, and holiday planning.

Ensure adequate driver coverage for daily operations and peak periods.



Collaborate with dispatchers, planners, and fleet managers to align driver availability with operational needs.

Manage subcontractor drivers when required.

5. Driver Onboarding & Development

Support recruitment, interviews, and selection of new drivers.

Conduct onboarding, induction, and route-familiarization sessions.

Identify training needs and support continuous development programs.

Mentor new or junior drivers to ensure smooth integration.

6. Vehicle & Equipment Oversight

Ensure drivers complete pre-trip and post-trip inspections accurately.

Report vehicle defects, maintenance needs, or safety concerns to fleet management.

Monitor proper use of equipment (trailers, tail lifts, ADR kits, temperature-controlled units).

Support fleet utilization and minimize downtime caused by driver-related issues.

7. Customer Service & Representation

Ensure drivers deliver excellent customer service at all delivery and pickup points.

Address customer complaints or feedback related to driver performance.

Support customer-specific delivery requirements and service standards.

Represent the company professionally in all driver-related interactions.

8. Reporting & Continuous Improvement

Track KPIs such as on-time delivery, fuel efficiency, incident rates, and driver compliance.

Maintain accurate records of driver hours, training, incidents, and performance.

Identify operational bottlenecks and propose improvement initiatives.

Support digitalization efforts (driver apps, telematics, automated reporting).

Required Qualifications

Education & Experience

Vocational training or degree in Transport Management, Logistics, or related field.

3–5 years of experience in road freight operations, driving, or driver supervision.

Experience managing teams in a fast-paced operational environment.



Technical Skills

Strong understanding of road transport regulations, tachograph rules, and safety standards.

Proficiency with telematics, TMS, and fleet management systems.

Knowledge of vehicle types, load-securement, and operational constraints.

Strong digital literacy, including Excel and reporting tools.

Soft Skills

Excellent communication and interpersonal abilities.

Strong leadership presence with the ability to motivate and guide drivers.

Calm, solution-oriented mindset under pressure.

High attention to detail and organizational discipline.

Customer-focused and collaborative approach.

Preferred Qualifications

ADR knowledge or experience managing specialized cargo.

Experience with cross-border transport operations.

Multilingual skills (e.g., English, German, French, Polish).

Experience with safety-culture programs or continuous improvement methodologies.

Key Performance Indicators (KPIs)

Driver compliance (tachograph, safety, procedures)

On-time delivery and service reliability

Incident and accident rates

Fuel efficiency and eco-driving performance

Driver retention, engagement, and satisfaction

Customer feedback related to driver performance

Working Conditions

Office-based role with frequent presence in the yard, warehouse, or on the road.

Occasional early, late, or weekend shifts depending on operational needs.

High-interaction role requiring constant communication with drivers and operations teams.

Why This Role Matters



The Driver Manager / Driver Supervisor ensures that the company's most visible ambassadors - its drivers - operate **safely, professionally, and efficiently**. Their leadership directly influences customer satisfaction, fleet performance, safety outcomes, and the overall success of the transport operation.

4.13. Fleet Utilization Analyst

Data Analytics • Fleet Efficiency • Cost Optimization • Operational Insights

Position Summary

The Fleet Utilization Analyst is responsible for analyzing fleet performance data to optimize vehicle usage, reduce operational costs, and improve service reliability. This role evaluates utilization patterns, route efficiency, driver behavior, maintenance cycles, and capacity planning to support strategic decision-making. The analyst works closely with transport operations, fleet management, planning, and finance teams to ensure the fleet operates at maximum efficiency and aligns with business needs.

Key Responsibilities

1. Fleet Utilization Analysis

Analyze vehicle usage, mileage, load factor, idle time, and operational patterns.

Identify underutilized assets and recommend redeployment, resizing, or replacement strategies.

Evaluate route efficiency and support optimization initiatives.

Monitor trailer and tractor utilization across regions, depots, and customer accounts.

2. Data Management & Reporting

Maintain dashboards and reports on fleet KPIs (utilization, cost per km, fuel efficiency, downtime).

Extract and analyze data from telematics, TMS, WMS, and fleet management systems.

Provide weekly/monthly performance insights to operations and leadership teams.

Ensure data accuracy, consistency, and integrity across systems.

3. Cost Optimization

Analyze fuel consumption, maintenance costs, tolls, and subcontractor spend.

Identify cost-saving opportunities through improved routing, load planning, or fleet allocation.

Support decisions on leasing vs. owning, fleet renewal, and equipment specifications.

Evaluate the financial impact of operational changes or new business requirements.



4. Operational Insight & Continuous Improvement

Identify inefficiencies in fleet deployment, scheduling, and driver utilization.

Support initiatives to reduce empty mileage, improve load factor, and increase asset productivity.

Collaborate with planners, dispatchers, and fleet managers to implement improvements.

Conduct root-cause analysis for recurring operational issues.

5. Forecasting & Capacity Planning

Support forecasting of fleet requirements based on volume trends and seasonal patterns.

Analyze historical data to predict future capacity needs.

Provide recommendations for fleet sizing, equipment mix, and strategic investments.

Assist in scenario modeling for new routes, customers, or network changes.

6. Compliance & Safety Insight

Monitor driver behavior data (speeding, harsh braking, idling) and support safety initiatives.

Ensure fleet utilization aligns with legal requirements (driving hours, weight limits).

Provide data to support incident investigations and compliance audits.

Required Qualifications

Education & Experience

Degree in Logistics, Supply Chain, Data Analytics, Business, or related field.

2–4 years of experience in transport analytics, fleet management, or logistics operations.

Experience working with telematics or TMS data is highly advantageous.

Technical Skills

Strong proficiency in Excel, Power BI, Tableau, or similar analytics tools.

Experience with telematics platforms (e.g., Webfleet, Trimble, Fleetboard).

Understanding of road transport operations, vehicle types, and routing principles.

Ability to interpret large datasets and translate insights into actionable recommendations.

Soft Skills



Strong analytical and problem-solving abilities.

Excellent communication skills, able to explain complex data clearly.

High attention to detail and data accuracy.

Proactive, curious mindset with a drive for continuous improvement.

Ability to collaborate effectively with cross-functional teams.

Preferred Qualifications

Experience in LTL, linehaul, or high-volume distribution environments.

Knowledge of cost modeling, forecasting, or network optimization.

Familiarity with sustainability metrics (CO₂ emissions, fuel efficiency).

Multilingual abilities (e.g., English, German, French).

Key Performance Indicators (KPIs)

Fleet utilization rate (tractor and trailer)

Empty mileage reduction

Fuel efficiency improvements

Cost per km / cost per load

Asset productivity and uptime

Accuracy and timeliness of reporting

Impact of implemented optimization initiatives

Working Conditions

Office-based role with occasional visits to depots, yards, or operational sites.

Collaboration with operations, fleet, planning, finance, and IT teams.

Fast-paced environment requiring strong analytical focus and adaptability.

Why This Role Matters

The Fleet Utilization Analyst transforms data into **operational intelligence**, ensuring the fleet is used efficiently, costs are controlled, and the transport network performs at its best. Their insights directly influence profitability, sustainability, and strategic decision-making.



4.14. Drivers & On-Road Roles

Truck Driver (National / International)

Safe Driving • Cargo Integrity • Customer Service • Compliance & Professionalism

Position Summary

The Truck Driver (National / International) is responsible for the safe, efficient, and timely transport of goods across domestic and international routes. This role ensures cargo integrity, compliance with legal requirements, and professional representation of the company always. Drivers operate a range of vehicles (rigid, articulate, or specialized equipment) and play a critical role in maintaining service reliability and customer satisfaction.

Key Responsibilities

1. Safe & Professional Driving

Operate company vehicles safely and responsibly on national and international routes.

Adherent to traffic laws, road regulations, and company driving standards.

Maintain full control of the vehicle in all weather, traffic, and road conditions.

Demonstrate professional behavior at customer sites, border crossings, and checkpoints.

2. Cargo Handling & Load Integrity

Ensure correct loading, securing, and unloading of cargo according to safety standards.

Verify load documentation, weight limits, and special handling requirements (ADR, temperature-controlled, fragile goods).

Conduct regular checks to prevent cargo damage, shifting, or contamination.

Report discrepancies, damages, or irregularities immediately.

3. Route Execution & Time Management

Follow planned routes and schedules while adapting to traffic, weather, or operational changes.

Use navigation systems, telematics, and communication tools effectively.

Ensure on-time pickups and deliveries, respecting customer time windows.

Coordinate with dispatchers and planners for real-time updates or route adjustments.

4. Vehicle Inspections & Basic Maintenance



Perform pre-trip and post-trip inspections (tires, brakes, lights, fluids, safety equipment).

Report defects, maintenance needs, or safety concerns promptly.

Maintain vehicle cleanliness and ensure proper use of equipment (trailers, tail lifts, ADR kits).

Support preventive maintenance by reporting mileage and operational issues.

5. Documentation & Compliance

Complete and maintain accurate transport documents (CMR, delivery notes, customs papers).

Comply with driving hours, rest periods, and tachograph regulations.

Follow ADR, temperature-controlled, or specialized cargo regulations where applicable.

Ensure compliance with border procedures, customs requirements, and international regulations.

6. Customer Service & Representation

Provide professional, courteous service at all customer locations.

Communicate effectively with customers regarding delivery details or issues.

Represent the company's values and maintain a positive image on the road and at delivery points.

7. Safety, Security & Incident Reporting

Follow all safety protocols, PPE requirements, and load-securement standards.

Report incidents, near misses, delays, or security concerns immediately.

Support accident investigations and corrective actions when required.

Maintain awareness of theft-prevention and cargo-security procedures.

Required Qualifications

Education & Experience

Valid commercial driving license (e.g., CE category or equivalent).

1–3 years of experience in national or international truck driving.

Experience with articulated vehicles, trailers, or specialized equipment is an advantage.

Technical Skills

Strong understanding of road transport regulations and tachograph rules.

Ability to operate GPS, telematics, and digital delivery systems.



Knowledge of load-securement, vehicle inspections, and basic mechanical awareness.

Familiarity with cross-border procedures and customs documentation (for international routes).

Soft Skills

High level of responsibility, reliability, and professionalism.

Strong communication and interpersonal skills.

Ability to work independently and manage time effectively.

Calm and solution-oriented under pressure or unexpected situations.

Preferred Qualifications

ADR certification (for hazardous goods).

Experience with temperature-controlled or specialized cargo.

Multilingual abilities (e.g., English, German, French, Polish).

Knowledge of European road networks and international transport corridors.

Key Performance Indicators (KPIs)

On-time delivery performance

Driving behavior (telematics score)

Fuel efficiency and eco-driving metrics

Incident and accident rates

Cargo integrity and damage rate

Compliance with driving hours and documentation accuracy

Customer feedback and professionalism

Working Conditions

Long-distance driving with overnight stays (international routes).

Variable schedules including weekends or public holidays depending on operational needs.

Exposure to weather, traffic, and border-crossing environments.

Frequent interaction with dispatchers, customers, and border authorities.

Why This Role Matters

The Truck Driver is the **face of the company on the road** ensuring goods move safely, efficiently, and reliably across regions and borders. Their professionalism directly



impacts on customer satisfaction, operational performance, and the company's reputation.



4.15. Long Haul Driver

Long-Distance Transport • Safety & Compliance • Cargo Integrity • Professional Representation

Position Summary

The Long-Haul Driver is responsible for the safe, efficient, and timely transport of goods over extended distances, often across multiple regions or countries. This role requires strong driving skills, endurance, regulatory compliance, and a high level of professionalism. Long Haul Drivers ensure cargo integrity, maintain accurate documentation, and represent the company at customer sites, border crossings, and on the road.

Key Responsibilities

1. Safe & Professional Driving

Operate heavy goods vehicles (HGV/tractor-trailer) safely on long-distance routes.

Adhere to all traffic laws, road regulations, and company driving standards.

Maintain full vehicle control in varying weather, terrain, and traffic conditions.

Demonstrate professional conduct at customer locations, rest areas, and border points.

2. Route Execution & Time Management

Follow planned routes and schedules while adapting to real-time conditions.

Use navigation systems, telematics, and communication tools effectively.

Ensure on-time pickups and deliveries across multi-day or cross-border journeys.

Coordinate with dispatchers for updates, delays, or route changes.

3. Cargo Handling & Load Security

Verify cargo condition, documentation, and loading accuracy before departure.

Secure loads according to legal and company standards (straps, chains, bars, ADR equipment).

Monitor cargo integrity throughout the journey, especially for temperature-controlled or sensitive goods.

Report discrepancies, damages, or irregularities immediately.

4. Vehicle Inspections & Basic Maintenance

Perform pre-trip, en-route, and post-trip inspections (tires, brakes, lights, fluids, safety gear).

Identify and report mechanical issues promptly to fleet maintenance teams.



Maintain vehicle cleanliness and ensure proper use of equipment and accessories.

Support preventive maintenance by reporting mileage and operational issues.

5. Documentation & Compliance

Complete transport documents (CMR, delivery notes, customs papers, logbooks).

Comply with driving hours, rest periods, and tachograph regulations.

Follow ADR, temperature-controlled, or specialized cargo regulations where applicable.

Adhere to customs, immigration, and border-crossing procedures for international routes.

6. Customer Service & Representation

Provide courteous, professional service at all delivery and pick-up points.

Communicate effectively with customers regarding delivery details or issues.

Represent the company's values and maintain a positive image on the road.

7. Safety, Security & Incident Reporting

Follow all safety protocols, PPE requirements, and load-securement standards.

Report incidents, near misses, delays, or security concerns immediately.

Support accident investigations and corrective actions when required.

Maintain awareness of theft-prevention and cargo-security procedures.

Required Qualifications

Education & Experience

Valid commercial driving license (e.g., CE category or equivalent).

1–3 years of long-distance or international driving experience preferred.

Experience with articulated vehicles, trailers, or specialized equipment.

Technical Skills

Strong understanding of road transport regulations and tachograph rules.

Ability to operate GPS, telematics, and digital delivery systems.

Knowledge of load-securement, vehicle inspections, and basic mechanical awareness.

Familiarity with cross-border procedures and customs documentation.

Soft Skills

High level of responsibility, reliability, and professionalism.



Strong communication and interpersonal skills.

Ability to work independently for extended periods.

Calm, solution-oriented mindset under pressure or unexpected situations.

Preferred Qualifications

ADR certification (hazardous goods).

Experience with temperature-controlled, oversized, or high-value cargo.

Multilingual abilities (e.g., English, German, French, Polish).

Knowledge of European road networks and international transport corridors.

Key Performance Indicators (KPIs)

On-time delivery performance

Driving behavior (telematics score)

Fuel efficiency and eco-driving metrics

Incident and accident rates

Cargo integrity and damage rate

Compliance with driving hours and documentation accuracy

Customer feedback and professionalism

Working Conditions

Extended periods away from home, including overnight stays.

Variable schedules including weekends or public holidays depending on operational needs.

Exposure to weather, traffic, and border-crossing environments.

Frequent interaction with dispatchers, customers, and authorities.

Why This Role Matters

The Long-Haul Driver ensures that goods move **safely, reliably, and efficiently** across long distances forming the backbone of national and international supply chains. Their professionalism directly impacts on customer satisfaction, operational performance, and the company's reputation.



4.16. Short Haul Driver

Regional Transport • Customer Service • Safety & Compliance • Daily Freight Execution

Position Summary

The Short Haul Driver is responsible for the safe, efficient, and timely transport of goods over short-distance or regional routes. This role focuses on frequent pickups and deliveries, strong customer interaction, and precise time-window execution. Short Haul Drivers ensure cargo integrity, maintain accurate documentation, and represent the company professionally in local and regional operations.

Key Responsibilities

1. Safe & Professional Driving

Operate company vehicles safely on short-distance or regional routes.

Follow all traffic laws, road regulations, and company driving standards.

Navigate urban, suburban, and industrial areas with care and precision.

Maintain professional conduct at customer sites and loading areas.

2. Pickup & Delivery Execution

Perform multiple daily pickups and deliveries according to planned schedules.

Ensure on-time service within tight delivery windows.

Communicate with dispatchers regarding delays, access issues, or route changes.

Provide accurate proof-of-delivery (POD) and collect required signatures or documents.

3. Cargo Handling & Load Security

Load and unload goods safely using appropriate equipment (tail lift, pallet jack, forklift if certified).

Verify cargo condition, quantities, and documentation before departure.

Secure loads according to legal and company standards.

Report discrepancies, damages, or irregularities immediately.

4. Vehicle Inspections & Basic Maintenance

Conduct pre-trip and post-trip inspections (tires, brakes, lights, fluids, safety equipment).

Report defects or maintenance needs promptly to fleet management.

Maintain vehicle cleanliness and ensure proper use of equipment.

Support preventive maintenance by reporting mileage and operational issues.



5. Documentation & Compliance

Complete delivery notes, CMRs, manifests, and digital logs accurately.

Comply with driving hours, rest periods, and tachograph regulations (where applicable).

Follow ADR or temperature-controlled cargo rules if required.

Adhere to company policies, safety procedures, and operational standards.

6. Customer Service & Representation

Provide friendly, professional service at all customer locations.

Communicate clearly regarding delivery details, issues, or special requirements.

Represent the company's values and maintain a positive image in the community.

7. Safety, Security & Incident Reporting

Follow all safety protocols, PPE requirements, and load-securement standards.

Report incidents, near misses, delays, or security concerns immediately.

Support accident investigations and corrective actions when required.

Required Qualifications

Education & Experience

Valid commercial driving licenses are appropriate for vehicle type (e.g., C or CE).

1–2 years of experience in short-haul, regional, or local delivery driving.

Experience with frequent stops, urban driving, or distribution routes is an advantage.

Technical Skills

Strong understanding of road transport regulations and tachograph rules.

Ability to operate GPS, telematics, and digital delivery systems.

Knowledge of load-securement and basic vehicle mechanics.

Familiarity with local and regional road networks.

Soft Skills

Strong customer-service orientation.

Excellent time-management and multitasking abilities.

High reliability, professionalism, and attention to detail.

Calm, solution-oriented mindset in busy or congested environments.

Preferred Qualifications



Forklift certification or experience with warehouse equipment.

ADR certification (hazardous goods).

Experience with temperature-controlled or specialized cargo.

Multilingual abilities (e.g., English, German, French).

Key Performance Indicators (KPIs)

On-time delivery and pickup performance

Delivery accuracy and damage rate

Driving behavior (telematics score)

Customer satisfaction and professionalism

Fuel efficiency and eco-driving metrics

Compliance with documentation and safety standards

Working Conditions

I return home daily (no overnight stays).

Variable schedules depending on customer needs (early mornings, occasional weekends).

Frequent loading/unloading and interaction with customers.

Exposure to urban traffic, weather conditions, and industrial environments.

Why This Role Matters

The Short Haul Driver ensures that regional freight moves **quickly, safely, and reliably**, forming the backbone of daily distribution and customer satisfaction. Their professionalism directly impacts service quality and operational efficiency.



4.17. ADR / Dangerous Goods Driver

Hazardous Materials Transport • Safety & Compliance • Cargo Integrity • Professional Driving

Position Summary

The ADR / Dangerous Goods Driver is responsible for the safe, compliant, and efficient transport of hazardous materials in accordance with ADR regulations and company standards. This role requires advanced driving skills, strong safety awareness, and meticulous attention to documentation and load-securement. The driver ensures cargo integrity, protects public safety, and represents the company professionally on national and international routes.

Key Responsibilities

1. Safe & Professional Driving

Operate heavy goods vehicles (HGV/tractor-trailer) safely while transporting hazardous materials.

Adhere strictly to ADR regulations, traffic laws, and company driving standards.

Maintain full control of the vehicle in all weather, traffic, and road conditions.

Demonstrate professional conduct at customer sites, loading terminals, and border crossings.

2. Hazardous Cargo Handling & Load Security

Verify correct classification, labeling, packaging, and documentation of dangerous goods.

Ensure proper loading, securing, and segregation of hazardous materials according to ADR rules.

Inspect tanks, containers, valves, and seals for integrity and compliance.

Handle special equipment (spill kits, ADR PPE, fire extinguishers) with full competence.

3. Compliance & Documentation

Complete and maintain accurate ADR transport documents (e.g., CMR, Tremcards, manifests).

Comply with driving hours, rest periods, and tachograph regulations.

Follow all legal requirements for hazardous goods, including tunnel codes, route restrictions, and parking rules.

Ensure compliance with customs and border procedures for international transport.

4. Safety, Emergency Preparedness & Incident Reporting



Follow all safety protocols, PPE requirements, and emergency response procedures.

Act immediately and appropriately in case of leaks, spills, or incidents.

Report incidents, near misses, or irregularities promptly to supervisors.

Support accident investigations and corrective actions when required.

5. Vehicle Inspections & Basic Maintenance

Perform pre-trip and post-trip inspections with special focus on ADR-related equipment.

Check safety gear (fire extinguishers, spill kits, ADR signs, PPE) for readiness and compliance.

Report mechanical issues or safety concerns promptly to fleet maintenance.

Maintain vehicle cleanliness and ensure proper use of specialized equipment.

6. Customer Service & Representation

Provide professional, courteous service at loading terminals, depots, and customer sites.

Communicate effectively regarding delivery details, delays, or special handling needs.

Represent the company's values and maintain a positive image on the road.

Required Qualifications

Education & Experience

Valid commercial driving license (e.g., CE category or equivalent).

Valid ADR certificate (basic + tank or class-specific modules as required).

2–3 years of experience in professional truck driving, ideally with hazardous goods.

Technical Skills

Strong knowledge of ADR regulations, dangerous goods classifications, and emergency procedures.

Ability to operate GPS, telematics, and digital delivery systems.

Understanding of load-securement, vehicle inspections, and basic mechanical awareness.

Familiarity with tankers, bulk containers, or specialized hazardous-goods equipment.

Soft Skills

High level of responsibility, reliability, and safety awareness.

Strong communication and interpersonal abilities.



Calm, solution-oriented mindset under pressure or emergency situations.

Ability to work independently and manage time effectively.

Preferred Qualifications

Tanker experience (fuel, chemicals, gases).

Experience with temperature-controlled or high-risk hazardous goods.

Multilingual abilities (e.g., English, German, French, Polish).

Knowledge of European road networks and international ADR requirements.

Key Performance Indicators (KPIs)

Compliance with ADR regulations and safety standards

Incident and accident rates

Cargo integrity and damage prevention

Driving behavior (telematics score)

On-time delivery performance

Documentation accuracy

Customer satisfaction and professionalism

Working Conditions

National or international routes depending on operational needs.

Exposure to hazardous materials, requiring strict adherence to safety protocols.

Variable schedules include nights, weekends, or public holidays.

Frequent interaction with loading terminals, chemical plants, and regulatory authorities.

Why This Role Matters

The ADR / Dangerous Goods Driver protects **people, the environment, and the company's reputation** by transporting hazardous materials with precision, professionalism, and unwavering safety discipline. Their expertise is essential to compliant, reliable, and responsible logistics operations.



4.18. Refrigerated Truck Driver

Temperature-Controlled Transport • Cold Chain Integrity • Safety & Compliance • Professional Driving

Position Summary

The Refrigerated Truck Driver is responsible for the safe, efficient, and compliant transport of temperature-controlled goods. This role ensures that refrigerated cargo - such as food products, pharmaceuticals, and perishable materials - is maintained within strict temperature ranges throughout the journey. The driver operates refrigerated vehicles, monitors cooling systems, maintains accurate documentation, and represents the company professionally on regional, national, or international routes.

Key Responsibilities

1. Safe & Professional Driving

Operate refrigerated trucks safely on assigned routes.

Follow all traffic laws, road regulations, and company driving standards.

Maintain full control of the vehicle in varying weather, traffic, and road conditions.

Demonstrate professional conduct at customer sites, depots, and loading areas.

2. Temperature Control & Cold Chain Integrity

Pre-cool the trailer and verify correct temperature settings before loading.

Monitor temperature throughout the journey using onboard systems and manual checks.

Respond to temperature alarms or equipment issues immediately.

Ensure proper airflow, load spacing, and cargo placement to maintain consistent cooling.

3. Cargo Handling & Load Security

Verify cargo condition, temperature requirements, and documentation before departure.

Load and unload goods safely using appropriate equipment.

Secure loads according to legal and company standards.

Report discrepancies, damages, or temperature deviations promptly.

4. Refrigeration Unit Operation & Basic Maintenance

Operate refrigeration units (diesel/electric) according to manufacturer and company guidelines.

Perform basic checks on the cooling system (fuel level, alarms, vents, seals).



Report mechanical issues or refrigeration faults immediately to fleet maintenance.

Maintain cleanliness and proper functioning of the refrigerated trailer.

5. Documentation & Compliance

Complete delivery notes, temperature logs, CMRs, and digital records accurately.

Comply with driving hours, rest periods, and tachograph regulations.

Follow food safety, pharmaceutical, or specialized cargo regulations (HACCP, GDP).

Adhere to company policies, safety procedures, and cold chain standards.

6. Customer Service & Representation

Provide professional, courteous service at all customer locations.

Communicate clearly regarding delivery details, delays, or special requirements.

Represent the company's values and maintain a positive image in the community.

7. Safety, Security & Incident Reporting

Follow all safety protocols, PPE requirements, and load-securement standards.

Report incidents, near misses, delays, or temperature issues immediately.

Support accident investigations and corrective actions when required.

Required Qualifications

Education & Experience

Valid commercial driving licenses are appropriate for vehicle type (e.g., C or CE).

1–3 years of experience in professional truck driving.

Experience with refrigerated or temperature-controlled transport is an advantage.

Technical Skills

Understanding of refrigerated transport systems and cold chain requirements.

Ability to operate GPS, telematics, and temperature-monitoring systems.

Knowledge of load-securement and basic vehicle mechanics.

Familiarity with food safety or pharmaceutical handling standards.

Soft Skills

High reliability, responsibility, and attention to detail.

Strong communication and customer-service abilities.

Calm, solution-oriented mindset under pressure.



Ability to work independently and manage time effectively.

Preferred Qualifications

Experience with multi-temperature or dual-compartment trailers.

Knowledge of HACCP, GDP, or other cold chain compliance frameworks.

Multilingual abilities (e.g., English, German, French).

ADR certification for temperature-controlled hazardous goods (if applicable).

Key Performance Indicators (KPIs)

Temperature compliance and cold chain integrity

On-time delivery performance

Cargo condition and damage rate

Driving behavior (telematics score)

Fuel efficiency and refrigeration unit performance

Documentation accuracy

Customer satisfaction and professionalism

Working Conditions

Regional, national, or international routes depending on operational needs.

Exposure to cold environments during loading/unloading.

Variable schedules include early mornings, nights, or weekends.

Frequent interaction with dispatchers, warehouse teams, and customers.

Why This Role Matters

The Refrigerated Truck Driver protects the **cold chain**, ensuring that perishable and temperature-sensitive goods arrive safely, legally, and in perfect condition. Their expertise directly impacts product quality, customer trust, and regulatory compliance.



4.19. Flatbed / Heavy Haul Driver

Oversized Loads • Load Securement • Specialized Equipment • Safety & Compliance

Position Summary

The Flatbed / Heavy Haul Driver is responsible for the safe, compliant, and efficient transport of oversized, overweight, or irregular freight using flatbed, step-deck, lowboy, or specialized heavy-haul trailers. This role requires advanced driving skills, expert load-securement knowledge, and strict adherence to safety and regulatory standards. The driver represents the company professionally at customer sites, construction zones, industrial facilities, and on public roads.

Key Responsibilities

1. Safe & Professional Driving

Operate flatbed, step-deck, RGN/lowboy, or heavy-haul equipment safely on regional, national, or international routes.

Navigate challenging environments including construction sites, industrial yards, and narrow access points.

Maintain full control of the vehicle under varying weather, terrain, and traffic conditions.

Demonstrate professional conduct at all customer locations and inspection points.

2. Load Securement & Cargo Handling

Secure loads using chains, binders, straps, tarps, edge protectors, and specialized securement devices.

Ensure compliance with legal securement standards (EN 12195-1, FMCSA, or local equivalents).

Tarp loads when required, ensuring weather protection and safety.

Inspect cargo for stability, weight distribution, and securement integrity throughout the journey.

3. Oversized & Heavy Haul Operations

Transport oversized or overweight loads require permits, escorts, or route planning.

Follow designated permitted routes, time-of-day restrictions, and escort instructions.

Coordinate with pilot cars, police escorts, and route survey teams when required.

Understand trailer configurations, axle spacing, and weight distribution for heavy-haul operations.

4. Vehicle Inspections & Basic Maintenance



Conduct thorough pre-trip and post-trip inspections with focus on securement equipment and trailer condition.

Check chains, binders, winches, tarps, and trailer components for wear or damage.

Report mechanical issues promptly to fleet maintenance.

Maintain vehicle and equipment cleanliness and readiness.

5. Documentation & Compliance

Complete transport documents (CMR, permits, manifests, securement checklists).

Comply with driving hours, rest periods, and tachograph regulations.

Follow all legal requirements for oversized/overweight transport, including signage and lighting.

Maintain accurate logs of securement checks, inspections, and route compliance.

6. Customer Service & Representation

Provide professional, courteous service at all customer locations.

Communicate clearly regarding delivery details, delays, or special handling needs.

Represent the company's values and maintain a positive image on the road and at job sites.

7. Safety, Security & Incident Reporting

Follow all safety protocols, PPE requirements, and load-securement standards.

Report incidents, near misses, or security concerns immediately.

Support accident investigations and corrective actions when required.

Maintain awareness of theft-prevention and cargo-security procedures.

Required Qualifications

Education & Experience

Valid commercial driving license is appropriate for heavy vehicles (e.g., CE).

2–5 years of experience in flatbed, step-deck, or heavy-haul transport.

Experience with oversized or overweight loads strongly preferred.

Technical Skills

Expert knowledge of load-securement techniques and equipment.

Ability to operate specialized trailers (RGN, lowboy, extendable, multi-axle).

Understanding of weight distribution, axle limits, and route restrictions.



Ability to operate GPS, telematics, and digital delivery systems.

Soft Skills

High level of responsibility, safety awareness, and professionalism.

Strong physical capability for securement and tarping tasks.

Excellent communication and problem-solving abilities.

Ability to work independently and adapt to changing conditions.

Preferred Qualifications

Experience with construction, industrial, or energy-sector freight.

Escort/pilot car coordination experience.

ADR certification (for hazardous industrial loads).

Multilingual abilities (e.g., English, German, French).

Knowledge of European oversized transport regulations.

Key Performance Indicators (KPIs)

Securement compliance and cargo integrity

On-time delivery performance

Incident and accident rates

Driving behavior (telematics score)

Fuel efficiency and route compliance

Documentation accuracy

Customer satisfaction and professionalism

Working Conditions

Regional, national, or international routes depending on operational needs.

Frequent physical work includes securing, chaining, and tarping.

Exposure to weather, construction sites, and industrial environments.

Variable schedules include early mornings, nights, or weekends.

Why This Role Matters

The Flatbed / Heavy Haul Driver moves the freight that keeps industries running machinery, steel, construction materials, energy components, and oversized equipment. Their expertise ensures **safe, compliant, and reliable** delivery of the most challenging loads in the transport network.





4.20. Container Truck Driver

Intermodal Transport • Port & Terminal Operations • Safety & Compliance • Cargo Integrity

Position Summary

The Container Truck Driver is responsible for the safe, efficient, and compliant transport of shipping containers between ports, terminals, depots, warehouses, and customer locations. This role requires strong knowledge of intermodal equipment, port procedures, and container-handling safety. The driver ensures cargo integrity, maintains accurate documentation, and represents the company professionally in high-traffic, regulated environments.

Key Responsibilities

1. Safe & Professional Driving

Operate container trucks (tractor + chassis) safely on local, regional, or national routes.

Navigate ports, terminals, and depots with precision and awareness of heavy-equipment zones.

Adhere to traffic laws, port regulations, and company driving standards.

Maintain full control of the vehicle in varying weather, traffic, and yard conditions.

2. Container Handling & Equipment Operation

Inspect containers for damage, seal integrity, and correct identification numbers.

Verify container weight, load distribution, and compliance with VGM (Verified Gross Mass) requirements.

Operate container chassis, twist locks, sliders, and specialized equipment safely.

Ensure proper locking and securing of containers before departure.

3. Port, Terminal & Depot Coordination

Follow port entry procedures, security protocols, and gate-in/gate-out processes.

Coordinate with terminal operators, crane teams, and yard personnel.

Manage queueing, slot times, and appointment systems efficiently.

Respond to terminal changes, delays, or reassignments quickly and professionally.

4. Documentation & Compliance

Complete and maintain accurate transport documents (CMR, delivery notes, port tickets).



Ensure seal numbers, container IDs, and customs documents match shipment requirements.

Comply with driving hours, rest periods, and tachograph regulations.

Follow customs, border, and security procedures for international movements.

5. Vehicle Inspections & Basic Maintenance

Conduct pre-trip and post-trip inspections with focus on chassis condition, twist locks, tires, and lights.

Report mechanical issues or safety concerns promptly to fleet maintenance.

Maintain vehicle cleanliness and ensure proper use of equipment.

Support preventive maintenance by reporting mileage and operational issues.

6. Customer Service & Representation

Provide professional, courteous service at customer sites, warehouses, and terminals.

Communicate clearly regarding delivery details, delays, or special requirements.

Represent the company's values and maintain a positive image in port and industrial environments.

7. Safety, Security & Incident Reporting

Follow all safety protocols, PPE requirements, and port safety rules.

Report incidents, near misses, or container-related issues immediately.

Support accident investigations and corrective actions when required.

Maintain awareness of theft-prevention and container-security procedures.

Required Qualifications

Education & Experience

Valid commercial driving license appropriate for heavy vehicles (e.g., CE).

1–3 years of experience in professional truck driving.

Experience in container, port, or intermodal operations is an advantage.

Technical Skills

Understanding of container transport, chassis operation, and twist-lock systems.

Ability to operate GPS, telematics, and port appointment systems.

Knowledge of load-securement, vehicle inspections, and basic mechanical awareness.

Familiarity with port safety rules, customs procedures, and intermodal workflows.



Soft Skills

High reliability, responsibility, and attention to detail.

Strong communication and interpersonal abilities.

Calm, solution-oriented mindset in busy port environments.

Ability to work independently and manage time effectively.

Preferred Qualifications

Experience with reefer containers (power connections, temperature checks).

ADR certification for hazardous containerized cargo.

Multilingual abilities (e.g., English, German, French).

Knowledge of European port networks and inland terminals.

Key Performance Indicators (KPIs)

On-time pickup and delivery performance

Container integrity (seal accuracy, damage rate)

Driving behavior (telematics score)

Fuel efficiency and route compliance

Documentation accuracy

Safety performance and incident frequency

Customer satisfaction and professionalism

Working Conditions

Frequent operations in ports, terminals, depots, and industrial zones.

Variable schedules depending on vessel arrivals, port congestion, and customer needs.

Exposure to weather, heavy machinery, and high-traffic yard environments.

Local, regional, or national routes depending on operational requirements.

Why This Role Matters

The Container Truck Driver keeps global supply chains moving connecting ships, ports, rail, and road networks. Their expertise ensures **safe, compliant, and reliable** movement of the world's most essential cargo.



4.21. Tanker Driver

Liquid Transport • Safety & Compliance • Specialized Equipment • Professional Driving

Position Summary

The Tanker Driver is responsible for the safe, efficient, and compliant transport of liquid or bulk materials using tanker trailers. This role requires advanced driving skills, strong safety awareness, and deep knowledge of tanker equipment, loading/unloading procedures, and regulatory requirements. Tanker Drivers ensure cargo integrity, maintain accurate documentation, and represent the company professionally at terminals, customer sites, and on the road.

Key Responsibilities

1. Safe & Professional Driving

Operate tanker trucks (single or multi-compartment) safely on regional, national, or international routes.

Maintain full vehicle control in varying weather, terrain, and traffic conditions.

Adherent to traffic laws, road regulations, and company driving standards.

Demonstrate professional conduct at loading terminals, customer sites, and inspection points.

2. Loading, Unloading & Product Handling

Perform safe loading and unloading of liquid or bulk products using pumps, hoses, valves, and terminal equipment.

Verify product type, quantity, and compatibility before loading.

Follow strict procedures to prevent contamination, spills, or product mixing.

Monitor product flow, pressure, and temperature during loading/unloading.

3. Tanker Equipment Operation

Operate tanker systems include pumps, compressors, vapour-recovery systems, and emergency shut-offs.

Inspect tanks, hoses, gaskets, valves, manlids, and seals for integrity and compliance.

Ensure proper venting, grounding, and bonding during loading/unloading.

Understand surge effects and adjust driving accordingly.

4. Compliance & Documentation

Complete transport documents (CMR, delivery notes, loading tickets, cleaning certificates).



Comply with driving hours, rest periods, and tachograph regulations.

Follow all legal requirements for tanker transport, including ADR (if applicable), weight limits, and route restrictions.

Maintain accurate logs of inspections, security checks, and product handling.

5. Safety, Emergency Preparedness & Incident Reporting

Follow all safety protocols, PPE requirements, and tankers specific procedures.

Act immediately and appropriately in case of leaks, spills, or equipment failures.

Report incidents, near misses, or irregularities promptly.

Support accident investigations and corrective actions when required.

6. Vehicle Inspections & Basic Maintenance

Conduct pre-trip and post-trip inspections with focus on tanker integrity and equipment readiness.

Check hoses, valves, seals, and safety gear for wear or damage.

Report mechanical issues promptly to fleet maintenance.

Maintain vehicle and tanker cleanliness and readiness.

7. Customer Service & Representation

Provide professional, courteous service at all customer locations.

Communicate clearly regarding delivery details, delays, or special handling needs.

Represent the company's values and maintain a positive image in industrial and terminal environments.

Required Qualifications

Education & Experience

Valid commercial driving license is appropriate for heavy vehicles (e.g., CE).

2–5 years of experience in professional truck driving.

Experience with tankers, bulk liquid, or chemical transport strongly preferred.

Technical Skills

Understanding of tanker systems, pumps, hoses, and product-handling procedures.

Ability to operate GPS, telematics, and digital delivery systems.

Knowledge of load-securement, surge dynamics, and basic vehicle mechanics.

Familiarity with terminal operations, safety rules, and product-specific requirements.



Soft Skills

High level of responsibility, safety awareness, and attention to detail.

Strong communication and interpersonal abilities.

Calm, solution-oriented mindset under pressure or emergency situations.

Ability to work independently and manage time effectively.

Preferred Qualifications

ADR certification (for hazardous liquids).

Experience with fuel, chemicals, food-grade liquids, or cryogenic products.

Multilingual abilities (e.g., English, German, French).

Knowledge of European tanker regulations and terminal networks.

Key Performance Indicators (KPIs)

Safety performance and incident frequency

Product integrity and contamination prevention

On-time delivery performance

Driving behavior (telematics score)

Documentation accuracy

Equipment care and inspection quality

Customer satisfaction and professionalism

Working Conditions

Regional, national, or international routes depending on product type.

Frequent operations at terminals, refineries, chemical plants, or food-grade facilities.

Exposure to weather, industrial environments, and strict safety zones.

Variable schedules include nights, weekends, or public holidays.

Why This Role Matters

The Tanker Driver ensures that critical liquid products from fuel to chemicals to food-grade materials move **safely, responsibly, and reliably**. Their expertise protects people, the environment, and the company's reputation.



4.22. Courier / Delivery Driver

Last-Mile Delivery • Customer Service • Route Execution • Safety & Accuracy

Position Summary

The Courier / Delivery Driver is responsible for the safe, efficient, and timely delivery of parcels, documents, and small freight to homes, businesses, and designated delivery points. This role requires excellent customer service, strong time-management skills, and the ability to navigate urban and suburban environments. The driver ensures delivery accuracy, maintains cargo integrity, and represents the company professionally throughout the last-mile process.

Key Responsibilities

1. Delivery Execution & Route Management

Complete daily delivery routes according to planned schedules and geographic zones.

Load, organize, and secure parcels in the delivery vehicle for efficient route flow.

Navigate using GPS, routing apps, or handheld devices.

Adapt routes in real time based on traffic, weather, or operational changes.

2. Customer Service & Professional Conduct

Provide friendly, professional service at every delivery location.

Communicate clearly with customers regarding delivery details or issues.

Handle customer inquiries, signatures, and special delivery instructions.

Represent the company's values and maintain a positive public image.

3. Parcel Handling & Delivery Accuracy

Verify parcel information, addresses, and delivery requirements.

Ensure accurate delivery, scanning, and proof-of-delivery (POD) capture.

Handle parcels with care to prevent damage or loss.

Manage returns, failed deliveries, and re-delivery requests according to procedures.

4. Vehicle Operation & Safety

Operate delivery vans, cars, or light trucks safely in urban and suburban environments.

Follow all traffic laws, parking rules, and company driving standards.

Conduct pre-trip and post-trip inspections (tires, lights, fluids, safety equipment).

Report vehicle defects or maintenance needs promptly.



5. Documentation & Compliance

Use handheld scanners or mobile apps to track deliveries in real time.

Maintain accurate logs, delivery notes, and exception reports.

Follow company policies, safety procedures, and data-protection rules.

Comply with driving hours and local transport regulations where applicable.

6. Problem Solving & Issue Resolution

Address access issues, incorrect addresses, or customer unavailability.

Communicate delays or route challenges to dispatch or supervisors.

Manage urgent deliveries or priority shipments with care and accuracy.

Required Qualifications

Education & Experience

Valid driving license is appropriate for delivery vehicles.

1–2 years of experience in courier, parcel, or last-mile delivery preferred.

Experience with handheld scanners or delivery apps is an advantage.

Technical Skills

Ability to operate GPS, routing tools, and mobile delivery systems.

Knowledge of local road networks and traffic patterns.

Basic understanding of vehicle checks and safe loading practices.

Soft Skills

Strong customer-service orientation.

Excellent time-management and multitasking abilities.

High reliability, professionalism, and attention to detail.

Calm, solution-oriented mindset in busy or congested environments.

Preferred Qualifications

Experience in express, same-day, or e-commerce delivery networks.

Multilingual abilities (e.g., English, German, French).

Familiarity with parcel sorting or warehouse processes.

Key Performance Indicators (KPIs)

On-time delivery rate



First-attempt delivery success

Delivery accuracy and damage rate

Customer satisfaction and professionalism

Driving behavior (telematics score)

Route productivity and cost efficiency

Working Conditions

Local or regional routes with daily return home.

Variable schedules depending on customer demand (early mornings, evenings, weekends).

Frequent loading/unloading and interaction with customers.

Exposure to weather, traffic, and urban environments.

Why This Role Matters

The Courier / Delivery Driver is the **face of the company** in the last mile ensuring parcels arrive safely, quickly, and with a human touch. Their professionalism directly shapes customer satisfaction, brand reputation, and operational success.



4.23. Owner Operator (Independent Contractor)

Entrepreneurial Transport Partner • Professional Driving • Compliance • Service Excellence

Position Summary

The Owner Operator (Independent Contractor) provides road-freight transport services using their own vehicle(s) under a contractual agreement with the company. This role combines professional driving with business ownership responsibilities, including vehicle maintenance, regulatory compliance, cost management, and customer service. The Owner Operator ensures safe, reliable, and efficient transport of goods while upholding the company's service standards and protecting their own commercial interests.

Key Responsibilities

1. Transport Execution & Professional Driving

Perform pickups and deliveries according to agreed schedules, routes, and service requirements.

Operate the vehicle safely and professionally on regional, national, or international routes.

Maintain full control of the vehicle in all weather, traffic, and road conditions.

Represent both their own business and the contracting company with professionalism.

2. Business Ownership & Vehicle Management

Own, lease, or manage the vehicle(s) used for contracted transport services.

Ensure the vehicle meets all legal, safety, and operational standards.

Manage maintenance, repairs, inspections, and equipment upgrades.

Track operational costs (fuel, tolls, insurance, tires, permits) to maintain profitability.

3. Compliance & Documentation

Comply with all road transport regulations, including driving hours, tachograph rules, and weight limits.

Maintain accurate transport documents (CMR, delivery notes, customs papers).

Ensure insurance coverage (liability, cargo, vehicle) meets contractual requirements.

Follow ADR, temperature-controlled, or specialized cargo rules when applicable.

4. Customer Service & Communication

Provide professional, courteous service at all customer locations.



Communicate proactively with dispatchers, planners, and customers regarding delays or issues.

Handle customer-specific requirements and ensure delivery accuracy.

Protect the reputation of both their own business and the contracting company.

5. Cargo Handling & Load Security

Verify cargo condition, documentation, and loading accuracy.

Secure loads according to legal and company standards (straps, chains, bars, tarps).

Handle specialized equipment (flatbed, tanker, reefer, container chassis) depending on contract type.

Report discrepancies, damages, or irregularities immediately.

6. Financial & Administrative Responsibilities

Invoice the contracting company according to agreed terms.

Maintain accurate records of mileage, fuel, expenses, and operational costs.

Manage taxes, business registrations, and regulatory filings.

Ensure timely renewal of permits, licenses, and insurance policies.

7. Safety, Security & Incident Reporting

Follow all safety protocols, PPE requirements, and load-securement standards.

Report incidents, near misses, or security concerns promptly.

Support accident investigations and corrective actions when required.

Maintain awareness of theft-prevention and cargo-security procedures.

Required Qualifications

Education & Experience

Valid commercial driving license is appropriate for vehicle type (e.g., C/CE).

2–5 years of professional driving experience.

Experience in regional, national, or international road freight.

Technical Skills

Strong understanding of road transport regulations and compliance requirements.

Ability to operate GPS, telematics, and digital delivery systems.

Knowledge of load-securement, vehicle mechanics, and equipment operation.

Familiarity with invoicing, cost management, and basic business administration.



Soft Skills

High level of responsibility, reliability, and professionalism.

Strong communication and customer-service abilities.

Entrepreneurial mindset with strong financial discipline.

Ability to work independently and make sound decisions on the road.

Preferred Qualifications

ADR certification (for hazardous goods).

Experience with specialized equipment (flatbed, tanker, reefer, container).

Multilingual abilities (e.g., English, German, French).

Knowledge of European road networks and cross-border procedures.

Key Performance Indicators (KPIs)

On-time delivery performance

Driving behavior (telematics score)

Cargo integrity and damage rate

Compliance with documentation and safety standards

Customer satisfaction and professionalism

Cost efficiency and business sustainability

Equipment condition and uptime

Working Conditions

Full independence in scheduling within contractual requirements.

Regional, national, or international routes depending on agreements.

Exposure to weather, traffic, and industrial environments.

Variable working hours based on freight demand and personal business strategy.

Why This Role Matters

The Owner Operator is a **strategic partner** in the transport network combining entrepreneurial drive with professional driving expertise. Their independence, flexibility, and commitment to service quality strengthen the company's capacity, reliability, and customer satisfaction.



4.24. Road Freight Forwarder

Transport Planning • Customer Coordination • Carrier Management • Documentation & Compliance

Position Summary

The Road Freight Forwarder is responsible for planning, coordinating, and executing domestic and international road-freight shipments. This role manages customer bookings, selects carriers, prepares documentation, ensures regulatory compliance, and monitors shipments from pickup to delivery. The forwarder acts as the central link between customers, carriers, warehouses, and internal teams, ensuring efficient, cost-effective, and reliable transport solutions.

Key Responsibilities

1. Transport Planning & Coordination

Arrange national and international road-freight shipments based on customer requirements.

Select appropriate carriers, equipment types, and routing options.

Plan full-truckload (FTL), less-than-truckload (LTL), groupage, and express shipments.

Coordinate pickup and delivery times with customers, carriers, and warehouses.

2. Customer Service & Communication

Serve as the primary contact for customers regarding road-freight inquiries, bookings, and updates.

Provide accurate quotations, transit times, and service options.

Communicate proactively about delays, exceptions, or operational issues.

Build strong relationships with customers to support retention and growth.

3. Carrier Management

Source, negotiate, and select carriers based on service, price, and availability.

Maintain strong relationships with trucking companies, owner-operators, and subcontractors.

Monitor carrier performance, compliance, and service quality.

Ensure carriers meet safety, insurance, and regulatory requirements.

4. Documentation & Compliance

Prepare and verify transport documents (CMR, delivery notes, customs papers).

Ensure compliance with road transport regulations, ADR rules, and weight limits.



Coordinate customs clearance for cross-border shipments when required.

Maintain accurate records for audits, invoicing, and internal reporting.

5. Shipment Monitoring & Problem Solving

Track shipments using TMS, telematics, or carrier updates.

Resolve issues such as delays, damages, or misrouted freight.

Coordinate alternative solutions (rerouting, rebooking, emergency transport).

Communicate status updates to customers and internal teams.

6. Cost Control & Profitability

Negotiate rates with carriers and optimize transport costs.

Prepare quotations and ensure accurate cost calculations.

Monitor shipment profitability and identify improvement opportunities.

Support budgeting, forecasting, and margin analysis.

7. Collaboration & Internal Coordination

Work closely with sales, warehouse, customs, and finance teams.

Support tender responses, customer onboarding, and operational improvements.

Provide operational insights to support business development.

Ensure smooth handovers between shifts or departments.

Required Qualifications

Education & Experience

Vocational training or degree in Freight Forwarding, Logistics, Transport Management, or related field.

2–4 years of experience in road-freight forwarding or transport operations.

Experience with FTL, LTL, groupage, or cross-border transport.

Technical Skills

Proficiency with TMS, WMS, and freight-forwarding systems.

Strong understanding of road-freight processes, equipment types, and routing.

Knowledge of customs procedures and international transport regulations.

Strong digital literacy, including Excel and operational reporting tools.

Soft Skills



Excellent communication and customer-service abilities.

Strong organizational and multitasking skills.

Problem-solving mindset with calmness under pressure.

High attention to detail and accuracy.

Ability to negotiate effectively with carriers and partners.

Preferred Qualifications

ADR knowledge or experience handling hazardous shipments.

Multilingual abilities (e.g., English, German, French, Dutch).

Experience with European road-freight networks and cross-border operations.

Familiarity with sustainability initiatives (CO₂ reporting, eco-routing).

Key Performance Indicators (KPIs)

On-time pickup and delivery performance

Customer satisfaction and retention

Shipment profitability and cost control

Carrier performance and compliance

Documentation accuracy

Exception handling and resolution speed

Working Conditions

Office-based role with frequent communication with customers and carriers.

Fast-paced environment requires rapid decision-making.

Occasional travel to customer sites, carrier meetings, or terminals.

Shift or extended hours during peak periods may be required.

Why This Role Matters

The Road Freight Forwarder ensures that goods move **smoothly, efficiently, and reliably** across domestic and international road networks. Their expertise directly impacts on customer satisfaction, operational performance, and the company's commercial success.



4.25. Road Export Specialist

Cross-Border Transport • Customs Coordination • Customer Service • Documentation & Compliance

Position Summary

The Road Export Specialist is responsible for planning, coordinating, and executing international road-freight export shipments. This role manages customer bookings, prepares export documentation, ensures customs compliance, selects carriers, and monitors shipments across borders. The specialist acts as the key link between customers, carriers, customs brokers, and internal teams to ensure efficient, compliant, and cost-effective export operations.

Key Responsibilities

1. Export Planning & Coordination

Arrange international road-freight export shipments based on customer requirements.

Select appropriate carriers, equipment types, and routing options for cross-border movements.

Coordinate pickup times, loading windows, and transit schedules.

Plan FTL, LTL, groupage, and express export shipments.

2. Export Documentation & Customs Compliance

Prepare and verify export documents (CMR, commercial invoice, packing list, export declarations).

Coordinate with customs brokers for export clearance and transit documents (T1, EX, EUR.1, ATR, etc.).

Ensure compliance with customs regulations, export controls, and country-specific requirements.

Maintain accurate, audit-ready records for all export shipments.

3. Customer Service & Communication

Serve as the primary contact for customers regarding export bookings, requirements, and updates.

Provide accurate quotations, transit times, and export procedures.

Communicate proactively about delays, customs issues, or operational disruptions.

Build strong relationships with customers to support retention and growth.

4. Carrier & Partner Coordination



Source and select carriers for international routes based on service, price, and compliance.

Coordinate with trucking companies, subcontractors, and intermodal partners.

Monitor carrier performance and ensure adherence to export requirements.

Verify carrier documentation (licenses, insurance, ADR certificates if applicable).

5. Shipment Monitoring & Problem Solving

Track export shipments using TMS, telematics, or carrier updates.

Resolve issues such as customs holds, delays, or misrouted freight.

Coordinate alternative solutions (rerouting, rebooking, emergency transport).

Communicate status updates to customers and internal teams.

6. Cost Control & Profitability

Prepare quotations and ensure accurate cost calculations for export shipments.

Negotiate rates with carriers and optimize transport costs.

Monitor shipment profitability and identify improvement opportunities.

Support budgeting, forecasting, and margin analysis.

7. Internal Collaboration

Work closely with sales, customs, warehouse, and finance teams.

Support tender responses, customer onboarding, and process improvements.

Provide export expertise to internal stakeholders.

Ensure smooth handovers between shifts or departments.

Required Qualifications

Education & Experience

Vocational training or degree in Freight Forwarding, Logistics, International Trade, or related field.

2–4 years of experience in road-freight export operations or international forwarding.

Experience with European cross-border transport and customs procedures.

Technical Skills

Strong understanding of export processes, customs regulations, and documentation.

Proficiency with TMS, WMS, and freight-forwarding systems.

Knowledge of equipment types, routing, and international road-freight networks.



Strong digital literacy, including Excel and reporting tools.

Soft Skills

Excellent communication and customer-service abilities.

Strong organizational and multitasking skills.

Problem-solving mindset with calmness under pressure.

High attention to detail and accuracy.

Ability to negotiate effectively with carriers and partners.

Preferred Qualifications

ADR knowledge or experience handling hazardous exports.

Multilingual abilities (e.g., English, German, French, Dutch).

Experience with UK exports, Balkan routes, CIS countries, or Middle East corridors.

Familiarity with sustainability initiatives (CO₂ reporting, eco-routing).

Key Performance Indicators (KPIs)

On-time export departures and deliveries

Documentation and customs accuracy

Customer satisfaction and retention

Shipment profitability and cost control

Carrier performance and compliance

Exception handling and resolution speed

Working Conditions

Office-based role with frequent communication with customers, carriers, and customs brokers.

Fast-paced environment requires rapid decision-making.

Occasional travel to customer sites, carrier meetings, or border points.

Extended hours during peak export periods may be required.

Why This Role Matters

The Road Export Specialist ensures that international shipments move **smoothly, compliantly, and reliably** across borders. Their expertise directly impacts customer satisfaction, customs compliance, and the company's global competitiveness.



4.26. Road Import Specialist

Cross-Border Inbound Transport • Customs Coordination • Customer Service • Documentation & Compliance

Position Summary

The Road Import Specialist is responsible for coordinating and managing international road-freight import shipments. This role ensures that inbound goods are cleared through customs, transported efficiently, and delivered to customers on time. The specialist prepares and verifies import documentation, communicates with carriers and customs brokers, resolves exceptions, and ensures full compliance with regulatory requirements. They serve as the key link between customers, carriers, customs authorities, and internal teams.

Key Responsibilities

1. Import Planning & Coordination

Arrange international road-freight import shipments based on customer requirements.

Coordinate pickup, transit, and delivery schedules with carriers and warehouses.

Plan FTL, LTL, groupage, and express inbound shipments.

Ensure smooth handovers from export partners, agents, or origin offices.

2. Customs Documentation & Compliance

Prepare and verify import documents (CMR, commercial invoice, packing list, import declarations).

Coordinate with customs brokers for clearance, transit documents (T1), and duty/VAT processing.

Ensure compliance with customs regulations, import controls, and country-specific requirements.

Maintain accurate, audit-ready records for all import shipments.

3. Customer Service & Communication

Serve as the primary contact for customers regarding import bookings, requirements, and updates.

Provide accurate information on customs procedures, transit times, and delivery schedules.

Communicate proactively about delays, customs hold, or operational disruptions.

Build strong relationships with customers to support retention and growth.

4. Carrier & Partner Coordination



Select and coordinate carriers for international inbound routes.

Communicate with trucking companies, subcontractors, and intermodal partners.

Monitor carrier performance and ensure adherence to import requirements.

Verify carrier documentation (licenses, insurance, ADR certificates if applicable).

5. Shipment Monitoring & Problem Solving

Track inbound shipments using TMS, telematics, or carrier updates.

Resolve issues such as customs delays, missing documents, or misrouted freight.

Coordinate alternative solutions (rerouting, rebooking, emergency transport).

Provide timely updates to customers and internal teams.

6. Cost Control & Profitability

Prepare quotations and ensure accurate cost calculations for import shipments.

Negotiate rates with carriers and optimize transport costs.

Monitor shipment profitability and identify improvement opportunities.

Support budgeting, forecasting, and margin analysis.

7. Internal Collaboration

Work closely with sales, customs, warehouse, and finance teams.

Support tender responses, customer onboarding, and process improvements.

Provide import expertise to internal stakeholders.

Ensure smooth handovers between shifts or departments.

Required Qualifications

Education & Experience

Vocational training or degree in Freight Forwarding, Logistics, International Trade, or related field.

2–4 years of experience in road-freight import operations or international forwarding.

Experience with European cross-border transport and customs procedures.

Technical Skills

Strong understanding of import processes, customs regulations, and documentation.

Proficiency with TMS, WMS, and freight-forwarding systems.

Knowledge of equipment types, routing, and international road-freight networks.



Strong digital literacy, including Excel and reporting tools.

Soft Skills

Excellent communication and customer-service abilities.

Strong organizational and multitasking skills.

Problem-solving mindset with calmness under pressure.

High attention to detail and accuracy.

Ability to negotiate effectively with carriers and partners.

Preferred Qualifications

ADR knowledge or experience handling hazardous imports.

Multilingual abilities (e.g., English, German, French, Dutch).

Experience with UK imports, Balkan routes, CIS countries, or Middle East corridors.

Familiarity with sustainability initiatives (CO₂ reporting, eco-routing).

Key Performance Indicators (KPIs)

On-time import deliveries

Documentation and customs accuracy

Customer satisfaction and retention

Shipment profitability and cost control

Carrier performance and compliance

Exception handling and resolution speed

Working Conditions

Office-based role with frequent communication with customers, carriers, and customs brokers.

Fast-paced environment requiring rapid decision-making.

Occasional travel to customer sites, carrier meetings, or border points.

Extended hours during peak import periods may be required.

Why This Role Matters

The Road Import Specialist ensures that inbound goods enter the country **smoothly, legally, and reliably**. Their expertise protects the supply chain from delays, compliance risks, and cost overruns directly supporting customer satisfaction and operational excellence.





4.27. Road Freight Operations Manager

Operational Leadership • Service Excellence • Fleet & Driver Management • Compliance • Cost Control

Position Summary

The Road Freight Operations Manager oversees the daily execution, performance, and continuous improvement of all roads-freight activities. This role leads operational teams, manages drivers and fleet resources, ensures regulatory compliance, and delivers high-quality service to customers. The manager is accountable for operational efficiency, cost control, safety performance, and the overall reliability of the transport network.

Key Responsibilities

1. Operational Leadership & Team Management

Lead and develop teams including dispatchers, planners, driver supervisors, and administrative staff.

Ensure clear communication of daily priorities, KPIs, and service expectations.

Conduct performance reviews, coaching, and skills development programs.

Foster a culture of safety, accountability, and continuous improvement.

2. Transport Planning & Execution

Oversee daily planning of FTL, LTL, groupage, and express road-freight operations.

Ensure optimal allocation of drivers, vehicles, and subcontractors.

Monitor route execution, on-time performance, and service reliability.

Resolve operational issues quickly and effectively.

3. Driver & Fleet Management

Supervise driver performance, compliance, and engagement.

Ensure adherence to driving hours, rest periods, and tachograph regulations.

Coordinate with fleet management on vehicle availability, maintenance, and utilization.

Support recruitment, onboarding, and retention of drivers.

4. Customer Service & Relationship Management

Serve as escalation point for key customers regarding service issues or operational needs.

Ensure timely communication of delays, exceptions, and recovery actions.



Collaborate with sales and account managers to support customer retention and growth.

Maintain high service standards and customer satisfaction.

5. Compliance, Safety & Quality Assurance

Ensure full compliance with transport regulations, ADR rules, and company policies.

Conduct audits, inspections, and safety briefings.

Lead incident investigations and implement corrective actions.

Promote a strong safety culture across all operational teams.

6. Cost Control & Operational Efficiency

Manage operational budgets, cost drivers, and profitability targets.

Optimize fleet utilization, fuel efficiency, and subcontractor spend.

Identify and implement process improvements to reduce waste and increase productivity.

Monitor KPIs and operational dashboards to drive performance.

7. Subcontractor & Carrier Management

Select, negotiate, and manage subcontracted carriers.

Ensure subcontractor compliance with safety, insurance, and service standards.

Monitor performance and address service deviations.

Support strategic sourcing initiatives.

8. Systems, Reporting & Continuous Improvement

Use TMS, telematics, and operational systems to monitor performance and support decision-making.

Prepare operational reports for senior management.

Lead or support digitalization, automation, and process-optimization initiatives.

Drive continuous improvement projects across the transport network.

Required Qualifications

Education & Experience

Degree in Logistics, Transport Management, Supply Chain, or related field.

5–7 years of experience in road-freight operations, including leadership responsibilities.

Strong background in planning, dispatching, or fleet/driver management.



Technical Skills

Proficiency with TMS, telematics, and fleet-management systems.

Strong understanding of road-freight processes, equipment types, and routing.

Knowledge of transport regulations, ADR rules, and compliance requirements.

Strong analytical skills and ability to interpret operational KPIs.

Soft Skills

Strong leadership presence with the ability to motivate and guide teams.

Excellent communication and interpersonal abilities.

Calm, decisive, and solution-oriented under pressure.

High attention to detail and operational discipline.

Customer-focused mindset with strong problem-solving skills.

Preferred Qualifications

Experience in international road-freight operations.

Multilingual abilities (e.g., English, German, French).

Experience with sustainability initiatives (eco-driving, CO₂ reporting).

Background in lean, Six Sigma, or continuous improvement methodologies.

Key Performance Indicators (KPIs)

On-time pickup and delivery performance

Fleet utilization and driver productivity

Incident and accident rates

Cost per km / cost per load

Customer satisfaction and service reliability

Subcontractor performance

Compliance and audit results

Operational efficiency and process improvement outcomes

Working Conditions

Office-based with frequent presence in the yard, warehouse, or on the road.

Fast-paced environment requires rapid decision-making.

Occasionally early, late, or weekend work depending on operational needs.



Regular interaction with drivers, customers, and subcontractors.

Why This Role Matters

The Road Freight Operations Manager is the **operational heartbeat** of the transport organization - ensuring that people, vehicles, and processes work together to deliver safe, reliable, and cost-effective service. Their leadership directly shapes customer satisfaction, operational excellence, and the company's competitive strength.



4.28. Groupage / LTL Coordinator

Consolidation Planning • Customer Service • Carrier Coordination • Documentation & Compliance

Position Summary

The Groupage / LTL Coordinator is responsible for planning, consolidating, and executing less-than-truckload (LTL) and groupage shipments. This role manages customer bookings, optimizes trailer and linehaul capacity, coordinates with depots and partners, and ensures timely, compliant movement of consolidated freight. The coordinator acts as the central link between customers, carriers, hubs, and internal teams to deliver efficient, cost-effective, and reliable groupage services.

Key Responsibilities

1. Groupage Planning & Consolidation

Plan daily groupage and LTL shipments based on customer bookings and volume forecasts.

Consolidate multiple small shipments into optimized loads to maximize trailer utilization.

Assign freight to appropriate linehauls, cross-dock operations, or partner networks.

Balance cost, service level, and capacity constraints.

2. Customer Service & Communication

Serve as the primary contact for customers regarding LTL bookings, schedules, and updates.

Provide accurate quotations, transit times, and service options.

Communicate proactively about delays, exceptions, or delivery issues.

Build strong relationships to support customer retention and satisfaction.

3. Carrier, Depot & Partner Coordination

Coordinate with carriers, depots, and partner networks for pickup, transit, and delivery.

Manage relationships with regional hubs, cross-dock facilities, and last-mile partners.

Monitor carrier performance and ensure adherence to service and compliance standards.

Verify carrier documentation (licenses, insurance, ADR certificates if applicable).

4. Documentation & Compliance

Prepare and verify transport documents (CMR, manifests, labels, customs papers).



Ensure correct classification, labeling, and handling instructions for each shipment.

Support customs clearance for cross-border LTL shipments.

Maintain accurate, audit-ready records for all groupage movements.

5. Shipment Monitoring & Exception Handling

Track shipments using TMS, telematics, or partner updates.

Resolve issues such as misloads, damages, delays, or routing errors.

Coordinate alternative solutions (rerouting, rebooking, emergency transport).

Provide timely updates to customers and internal teams.

6. Cost Control & Profitability

Optimize trailer fill rates, linehaul utilization, and routing efficiency.

Negotiate rates with carriers and partners when required.

Monitor shipment profitability and identify improvement opportunities.

Support budgeting, forecasting, and margin analysis.

7. Internal Collaboration

Work closely with sales, warehouse, customs, and finance teams.

Support tender responses, customer onboarding, and process improvements.

Provide operational insights to support business development.

Ensure smooth handovers between shifts or departments.

Required Qualifications

Education & Experience

Vocational training or degree in Freight Forwarding, Logistics, or Transport Management.

2–4 years of experience in groupage, LTL, or road-freight operations.

Experience with cross-dock or hub-and-spoke networks is an advantage.

Technical Skills

Proficiency with TMS, WMS, and freight-forwarding systems.

Strong understanding of LTL processes, routing, and equipment types.

Knowledge of customs procedures for cross-border groupage.

Strong digital literacy, including Excel and operational reporting tools.

Soft Skills



Excellent communication and customer-service abilities.

Strong organizational and multitasking skills.

Problem-solving mindset with calmness under pressure.

High attention to detail and accuracy.

Ability to collaborate effectively with internal and external partners.

Preferred Qualifications

ADR knowledge or experience handling hazardous LTL shipments.

Multilingual abilities (e.g., English, German, French, Dutch).

Experience with European groupage networks and partner systems.

Familiarity with sustainability initiatives (CO₂ reporting, eco-routing).

Key Performance Indicators (KPIs)

Trailer fill rate and consolidation efficiency

On-time pickup and delivery performance

Customer satisfaction and retention

Shipment profitability and cost control

Carrier performance and compliance

Exception handling and resolution speed

Accuracy of documentation and data entry

Working Conditions

Office-based role with frequent communication with customers, carriers, and depots.

Fast-paced environment requires rapid decision-making.

Occasional travel to hubs, partner depots, or customer sites.

Extended hours during peak periods may be required.

Why This Role Matters

The Groupage / LTL Coordinator ensures that small shipments become **big value by** transforming fragmented freight into efficient, profitable, and reliable transport solutions. Their expertise directly impacts on service quality, network performance, and customer satisfaction.



4.29. FTL Coordinator

Full-Truckload Planning • Carrier Coordination • Customer Service • Operational Control

Position Summary

The FTL Coordinator is responsible for planning, executing, and monitoring full-truckload (FTL) shipments. This role manages customer bookings, selects carriers, prepares documentation, and ensures timely pickup and delivery. The coordinator acts as the central link between customers, drivers, carriers, and internal teams, ensuring efficient, cost-effective, and reliable FTL operations.

Key Responsibilities

1. FTL Planning & Execution

Arrange domestic and international full-truckload shipments based on customer requirements.

Assign loads to company drivers or subcontracted carriers.

Plan routes, transit times, and loading windows.

Ensure optimal trailer utilization and operational efficiency.

2. Customer Service & Communication

Serve as the primary contact for customers regarding FTL bookings and updates.

Provide accurate quotations, transit times, and service options.

Communicate proactively about delays, exceptions, or operational issues.

Build strong relationships to support customer retention and satisfaction.

3. Carrier & Driver Coordination

Select and coordinate carriers for FTL movements.

Communicate load details, schedules, and requirements to drivers and subcontractors.

Monitor carrier performance and ensure compliance with service and safety standards.

Verify carrier documentation (licenses, insurance, ADR certificates if applicable).

4. Documentation & Compliance

Prepare and verify transport documents (CMR, delivery notes, customs papers).

Ensure compliance with road transport regulations, ADR rules, and weight limits.

Support customs clearance for cross-border shipments.

Maintain accurate, audit-ready records for all FTL movements.



5. Shipment Monitoring & Exception Handling

Track shipments using TMS, telematics, or carrier updates.

Resolve issues such as delays, breakdowns, or misrouted freight.

Coordinate alternative solutions (rerouting, rebooking, emergency transport).

Provide timely updates to customers and internal teams.

6. Cost Control & Profitability

Negotiate rates with carriers and optimize transport costs.

Prepare quotations and ensure accurate cost calculations.

Monitor shipment profitability and identify improvement opportunities.

Support budgeting, forecasting, and margin analysis.

7. Internal Collaboration

Work closely with sales, warehouse, customs, and finance teams.

Support tender responses, customer onboarding, and process improvements.

Provide operational insights to support business development.

Ensure smooth handovers between shifts or departments.

Required Qualifications

Education & Experience

Vocational training or degree in Freight Forwarding, Logistics, or Transport Management.

2–4 years of experience in FTL or road-freight operations.

Experience with cross-border transport is an advantage.

Technical Skills

Proficiency with TMS, WMS, and freight-forwarding systems.

Strong understanding of FTL processes, routing, and equipment types.

Knowledge of customs procedures for international shipments.

Strong digital literacy, including Excel and reporting tools.

Soft Skills

Excellent communication and customer-service abilities.

Strong organizational and multitasking skills.

Problem-solving mindset with calmness under pressure.



High attention to detail and accuracy.

Ability to negotiate effectively with carriers and partners.

Preferred Qualifications

ADR knowledge or experience handling hazardous FTL shipments.

Multilingual abilities (e.g., English, German, French, Dutch).

Experience with European road-freight networks.

Familiarity with sustainability initiatives (CO₂ reporting, eco-routing).

Key Performance Indicators (KPIs)

On-time pickup and delivery performance

Trailer utilization and routing efficiency

Customer satisfaction and retention

Shipment profitability and cost control

Carrier performance and compliance

Exception handling and resolution speed

Documentation accuracy

Working Conditions

Office-based role with frequent communication with customers, carriers, and drivers.

Fast-paced environment requiring rapid decision-making.

Occasional travel to customer sites, carrier meetings, or terminals.

Extended hours during peak periods may be required.

Why This Role Matters

The FTL Coordinator ensures that full-truckload shipments move **smoothly, efficiently, and reliably** across domestic and international networks. Their expertise directly impacts service quality, operational performance, and customer satisfaction.



4.30. Key Account Manager (Road Freight)

Strategic Customer Management • Commercial Growth • Operational Excellence • Cross-Functional Leadership

Position Summary

The Key Account Manager (Road Freight) is responsible for managing and developing strategic customer relationships within the road-freight segment. This role ensures high service performance, drives commercial growth, coordinates cross-functional support, and acts as the primary point of contact for key customers. The KAM protects revenue, identifies new opportunities, and ensures that operational delivery aligns with customer expectations and contractual commitments.

Key Responsibilities

1. Strategic Account Management

Serve as the main point of contact for key customers across all road-freight services (FTL, LTL, groupage, express, specialized transport).

Develop and execute account plans aligned with customer needs and company strategy.

Conduct regular business reviews, performance meetings, and strategic discussions.

Build long-term, trust-based relationships with decision-makers and stakeholders.

2. Commercial Development & Revenue Growth

Identify upselling, cross-selling, and expansion opportunities within existing accounts.

Prepare and negotiate pricing proposals, tenders, and contract renewals.

Monitor account profitability and ensure alignment with commercial targets.

Support the development of tailored transport solutions for strategic customers.

3. Operational Performance & Service Excellence

Collaborate closely with operations, planning, and customer service teams to ensure service reliability.

Monitor KPIs such as on-time performance, damage rates, and communication quality.

Address service issues, escalations, and exceptions with urgency and professionalism.

Ensure customer requirements are clearly communicated and operationally feasible.

4. Cross-Functional Coordination

Act as the internal advocate for key customers, ensuring alignment across departments.

Work with finance on billing accuracy, credit issues, and profitability analysis.



Coordinate with customs, warehouse, and fleet teams for integrated solutions.

Support digitalization initiatives and customer-specific system integrations.

5. Data, Reporting & Insights

Prepare performance reports, dashboards, and customer scorecards.

Analyze trends, volumes, and service metrics to identify improvement opportunities.

Provide market intelligence and customer insights to senior management.

Ensure accurate forecasting of volumes and revenue.

6. Contract & Compliance Management

Ensure adherence to contractual terms, SLAs, and service commitments.

Support audits, compliance checks, and quality-assurance processes.

Ensure alignment with transport regulations, ADR requirements, and safety standards.

Maintain accurate documentation and account records.

Required Qualifications

Education & Experience

Degree in Logistics, Business Administration, Transport Management, or related field.

3–5 years of experience in road-freight sales, key account management, or operations.

Strong understanding of FTL, LTL, groupage, and cross-border transport.

Technical Skills

Proficiency with CRM systems, TMS platforms, and reporting tools.

Strong commercial acumen and negotiation skills.

Understanding of transport regulations, equipment types, and operational constraints.

Ability to interpret KPIs, financial data, and customer performance metrics.

Soft Skills

Excellent communication and relationship-building abilities.

Strong problem-solving mindset with calmness under pressure.

High level of professionalism, empathy, and customer focus.

Strategic thinking combined with hands-on execution capability.

Ability to influence cross-functional teams without direct authority.

Preferred Qualifications



Experience managing multinational or high-complexity accounts.

Multilingual abilities (e.g., English, German, French, Dutch).

Background in tender management or solution design.

Familiarity with sustainability initiatives (CO₂ reporting, green transport solutions).

Key Performance Indicators (KPIs)

Revenue growth and account profitability

Customer satisfaction and retention

On-time performance and service reliability

Tender win rate and contract renewal success

Accuracy of forecasting and reporting

Escalation resolution speed

Cross-selling and upselling achievements

Working Conditions

Office-based with regular travel to customer sites, depots, and operational hubs.

Fast-paced environment requiring strong prioritization skills.

Occasional extended hours during tender periods or major escalations.

Frequent collaboration with operations, sales, and leadership teams.

Why This Role Matters

The Key Account Manager ensures that the company's most valuable customers receive **exceptional service, strategic partnership, and continuous value creation**. Their leadership directly influences revenue stability, customer loyalty, and the company's competitive position in the road-freight market.



4.31. Road Freight Pricing Analyst

Market Intelligence • Cost Modeling • Rate Development • Commercial Strategy

Position Summary

The Road Freight Pricing Analyst is responsible for developing, analyzing, and optimizing pricing for domestic and international road-freight services. This role evaluates cost structures, market trends, carrier rates, and customer requirements to produce competitive and profitable pricing proposals. The analyst supports sales, key account management, and operations by providing accurate rate calculations, margin analysis, and strategic pricing insights.

Key Responsibilities

1. Pricing Development & Rate Calculation

Prepare pricing for FTL, LTL, groupage, express, and specialized road-freight services.

Calculate cost components including linehaul, fuel, tolls, handling, subcontractor rates, and accessorial charges.

Develop tailored pricing solutions for tenders, spot quotes, and long-term contracts.

Ensure pricing aligns with margin targets and commercial strategy.

2. Market & Competitor Analysis

Monitor market rates, capacity trends, and competitive benchmarks.

Analyze seasonal patterns, lane-specific dynamics, and regional cost variations.

Provide insights on pricing opportunities, risks, and strategic positioning.

Support leadership with market intelligence reports.

3. Cost Modeling & Profitability Analysis

Build and maintain cost models for different equipment types, routes, and service levels.

Conduct margin analysis for existing customers and new business opportunities.

Identify cost-saving opportunities and pricing optimization levers.

Support budgeting, forecasting, and financial planning activities.

4. Tender & Proposal Support

Collaborate with sales and key account managers on tender responses.

Prepare pricing sheets, rate matrices, and commercial documentation.

Ensure accuracy, consistency, and competitiveness of tender submissions.



Participate in customer presentations when required.

5. Internal Collaboration

Work closely with operations to understand real cost drivers and service constraints.

Coordinate with procurement to align subcontractor rates with pricing strategy.

Support finance with revenue analysis, accruals, and pricing audits.

Provide training and guidance to sales teams on pricing tools and methodologies.

6. Systems, Tools & Data Management

Maintain pricing databases, rate sheets, and digital pricing tools.

Use TMS, BI platforms, and analytics tools to extract and analyze data.

Ensure data accuracy and integrity across pricing systems.

Support digitalization and automation of pricing processes.

Required Qualifications

Education & Experience

Degree in Logistics, Business, Economics, Finance, or related field.

2–4 years of experience in pricing, analytics, freight forwarding, or transport operations.

Experience with road-freight cost structures and market dynamics.

Technical Skills

Strong analytical skills with proficiency in Excel, BI tools, and pricing software.

Understanding of road-freight operations, equipment types, and routing.

Ability to interpret financial data, KPIs, and cost models.

Familiarity with tender platforms and CRM systems.

Soft Skills

High attention to detail and accuracy.

Strong communication and presentation abilities.

Commercial mindset with the ability to balance competitiveness and profitability.

Problem-solving orientation and ability to work under time pressure.

Collaborative approach with cross-functional teams.

Preferred Qualifications

Experience in international road-freight pricing (Europe, UK, CIS, Balkans).



Multilingual abilities (e.g., English, German, French, Dutch).

Knowledge of sustainability pricing (CO₂ surcharges, eco-routing).

Background in procurement or carrier management.

Key Performance Indicators (KPIs)

Pricing accuracy and margin achievement

Tender win rate and profitability

Speed and quality of pricing responses

Market competitiveness of rate proposals

Data accuracy and pricing system integrity

Collaboration effectiveness with sales and operations

Working Conditions

Office-based role with frequent collaboration across commercial and operational teams.

Fast-paced environment with tight deadlines during tender seasons.

Occasional travel for customer meetings or internal workshops.

Extended hours may be required during major tender cycles.

Why This Role Matters

The Road Freight Pricing Analyst ensures that the company competes **intelligently, profitably, and sustainably** in a dynamic market. Their insights shape commercial success, customer acquisition, and long-term strategic positioning.



4.32. Procurement Manager (Trucking)

Carrier Sourcing • Cost Optimization • Contract Management • Capacity Strategy

Position Summary

The Procurement Manager (Trucking) is responsible for sourcing, negotiating, and managing trucking capacity for domestic and international road-freight operations. This role develops strategic partnerships with carriers, optimizes cost structures, ensures compliance with safety and quality standards, and supports operational teams with reliable, scalable transport solutions. The manager plays a critical role in balancing service performance, cost efficiency, and long-term supplier relationships.

Key Responsibilities

1. Carrier Sourcing & Network Development

Identify, evaluate, and onboard new trucking carriers to support FTL, LTL, groupage, and specialized transport needs.

Build a diverse, reliable, and compliant carrier network across key lanes and regions.

Conduct market research to identify capacity trends, rate movements, and emerging suppliers.

Support strategic expansion into new markets or service lines.

2. Negotiation & Contract Management

Lead rate negotiations for spot, seasonal, and long-term contracts.

Develop and manage framework agreements, SLAs, and performance clauses.

Ensure contracts align with commercial targets, operational requirements, and compliance standards.

Review and update agreements regularly based on market conditions.

3. Cost Optimization & Margin Protection

Analyze cost drivers such as fuel, tolls, equipment type, lane complexity, and seasonality.

Develop pricing benchmarks and cost models to support competitive procurement.

Identify opportunities for cost reduction without compromising service quality.

Collaborate with pricing and finance teams to ensure margin alignment.

4. Carrier Performance & Compliance

Monitor carrier KPIs including on-time performance, damage rates, communication quality, and safety compliance.



Conduct audits of carrier documentation (licenses, insurance, ADR certificates, safety records).

Address performance issues through corrective action plans or re-sourcing.

Ensure carriers meet regulatory, environmental, and ethical standards.

5. Cross-Functional Collaboration

Work closely with operations to understand capacity needs, service challenges, and lane performance.

Support sales and key account managers with procurement input for tenders and customer proposals.

Coordinate with finance on budgeting, accruals, and cost reporting.

Partner with digitalization teams to improve procurement tools and data visibility.

6. Data, Reporting & Market Intelligence

Maintain accurate carrier rate databases and procurement dashboards.

Analyze lane profitability, carrier utilization, and cost trends.

Provide regular market updates to leadership and commercial teams.

Support strategic planning with data-driven insights.

7. Risk Management & Business Continuity

Identify and mitigate risks related to capacity shortages, carrier dependency, or geopolitical disruptions.

Develop contingency plans for peak seasons, strikes, or border delays.

Ensure diversification of suppliers to protect operational resilience.

Required Qualifications

Education & Experience

Degree in Logistics, Supply Chain, Business Administration, or related field.

4–6 years of experience in trucking procurement, carrier management, or road-freight operations.

Strong understanding of FTL, LTL, groupage, and cross-border transport.

Technical Skills

Strong negotiation and contract-management capabilities.

Proficiency with procurement systems, TMS platforms, and analytics tools.

Understanding of transport regulations, ADR requirements, and equipment types.



Ability to interpret cost models, KPIs, and financial data.

Soft Skills

Excellent communication and relationship-building abilities.

Strong analytical and problem-solving mindset.

High level of commercial awareness and strategic thinking.

Ability to influence internal and external stakeholders.

Calm, structured, and decisive in fast-moving environments.

Preferred Qualifications

Experience with European trucking markets and cross-border procurement.

Multilingual abilities (e.g., English, German, French, Dutch).

Background in sustainability procurement (eco-driving, CO₂ reduction programs).

Experience with digital procurement platforms or automation tools.

Key Performance Indicators (KPIs)

Cost savings and margin improvement

Carrier performance and compliance

Tender win support and pricing accuracy

Carrier diversification and capacity availability

Contract adherence and audit results

Procurement cycle time and data accuracy

Supplier relationship strength and retention

Working Conditions

Office-based with regular travel to carrier sites, depots, and industry events.

Fast-paced environment with seasonal peaks and tight negotiation timelines.

Frequent collaboration with operations, sales, finance, and leadership teams.

Why This Role Matters

The Procurement Manager (Trucking) ensures the company has **reliable, cost-effective, and compliant** transport capacity the foundation of every successful road-freight operation. Their decisions directly influence profitability, service quality, and long-term competitiveness.



4.33. Multimodal Transport Planner

Intermodal Coordination • Route Optimization • Carrier Management • Cross-Border Operations

Position Summary

The Multimodal Transport Planner is responsible for designing, coordinating, and executing transport solutions that combine multiple modes - typically road, rail, sea, and short-sea shipping. This role manages bookings, selects carriers and modal combinations, prepares documentation, ensures regulatory compliance, and monitors shipments end-to-end. The planner acts as the central link between customers, carriers, terminals, ports, and internal teams to deliver efficient, sustainable, and cost-effective multimodal transport solutions.

Key Responsibilities

1. Multimodal Planning & Execution

Design and coordinate multimodal transport solutions using road, rail, sea, and short-sea services.

Select optimal modal combinations based on cost, transit time, sustainability, and customer requirements.

Plan routes, schedules, and handover points between modes.

Ensure smooth transitions between terminals, ports, depots, and rail hubs.

2. Customer Service & Communication

Serve as the primary contact for customers regarding multimodal bookings and updates.

Provide accurate quotations, transit times, and modal options.

Communicate proactively about delays, disruptions, or modal changes.

Build strong relationships to support customer retention and satisfaction.

3. Carrier, Terminal & Partner Coordination

Coordinate with trucking companies, rail operators, shipping lines, and short-sea carriers.

Manage relationships with ports, terminals, depots, and intermodal hubs.

Monitor carrier performance and ensure adherence to service and compliance standards.

Verify carrier documentation (licenses, insurance, ADR certificates if applicable).

4. Documentation & Compliance



Prepare and verify multimodal transport documents (CMR, B/L, rail consignment notes, manifests).

Ensure compliance with international transport regulations, customs rules, and modal-specific requirements.

Support customs clearance for cross-border multimodal shipments.

Maintain accurate, audit-ready records for all multimodal movements.

5. Shipment Monitoring & Exception Handling

Track shipments across all modes using TMS, telematics, and partner updates.

Resolve issues such as delays, missed connections, port congestion, or equipment shortages.

Coordinate alternative solutions (rerouting, rebooking, emergency transport).

Provide timely updates to customers and internal teams.

6. Cost Control & Profitability

Optimize modal combinations to balance cost, transit time, and sustainability.

Negotiate rates with carriers and partners when required.

Monitor shipment profitability and identify improvement opportunities.

Support budgeting, forecasting, and margin analysis.

7. Sustainability & Network Optimization

Promote environmentally friendly modal choices (rail, short-sea, combined transport).

Support CO₂ reporting and sustainability initiatives.

Identify opportunities to shift freight from road to greener modes.

Contribute to long-term network design and optimization.

8. Internal Collaboration

Work closely with sales, customs, warehouse, and finance teams.

Support tender responses, customer onboarding, and solution design.

Provide multimodal expertise to internal stakeholders.

Ensure smooth handovers between shifts or departments.

Required Qualifications

Education & Experience



Vocational training or degree in Freight Forwarding, Logistics, Transport Management, or related field.

3–5 years of experience in multimodal, intermodal, or international transport planning.

Experience with rail, short-sea, or combined transport networks.

Technical Skills

Strong understanding of multimodal processes, equipment types, and modal constraints.

Proficiency with TMS, WMS, and multimodal planning tools.

Knowledge of customs procedures and international transport regulations.

Strong digital literacy, including Excel and reporting tools.

Soft Skills

Excellent communication and customer-service abilities.

Strong organizational and multitasking skills.

Analytical mindset with the ability to balance cost, time, and sustainability.

Calm, solution-oriented approach under pressure.

Ability to collaborate effectively with internal and external partners.

Preferred Qualifications

ADR knowledge or experience handling hazardous multimodal shipments.

Multilingual abilities (e.g., English, German, French, Dutch).

Experience with European rail corridors, short-sea networks, or inland terminals.

Familiarity with sustainability frameworks (CO₂ reporting, modal shift programs).

Key Performance Indicators (KPIs)

On-time performance across all modes

Modal optimization and cost efficiency

Customer satisfaction and retention

Shipment profitability and margin control

Carrier and partner performance

Exception handling and resolution speed

Accuracy of documentation and data entry

CO₂ reduction and sustainability impact



Working Conditions

Office-based role with frequent communication with customers, carriers, and terminals.

Fast-paced environment requires rapid decision-making.

Occasional travel to ports, rail hubs, partner depots, or customer sites.

Extended hours during peak periods or modal disruptions may be required.

Why This Role Matters

The Multimodal Transport Planner ensures that goods move **seamlessly, sustainably, and competitively** across multiple means of transport. Their expertise strengthens network resilience, reduces environmental impact, and delivers high-value solutions to customers.



4.34. Time Critical Logistics Specialist

Emergency Transport • Rapid Response • High-Priority Coordination • Customer Assurance

Position Summary

The Time Critical Logistics Specialist is responsible for planning, coordinating, and executing urgent, high-priority transport solutions where speed, reliability, and precision are essential. This role manages emergency shipments, selects the fastest and most secure transport modes, communicates continuously with customers, and ensures flawless execution under extreme time pressure. The specialist acts as the central point of control for time-sensitive operations across road, air, and multimodal networks.

Key Responsibilities

1. Rapid Response & Emergency Coordination

Respond immediately to urgent customer requests and assess shipment criticality.

Identify the fastest feasible transport solution (dedicated van, express truck, on-board courier, next-flight-out, charter, multimodal).

Activate carriers, drivers, couriers, and partners within minutes.

Ensure seamless execution from pickup to final delivery.

2. Customer Communication & Service Excellence

Serve as the primary contact for customers during time-critical operations.

Provide real-time updates, ETAs, and proactive communication throughout the shipment.

Manage expectations with clarity, transparency, and confidence.

Build strong relationships with customers who rely on rapid-response logistics.

3. Carrier & Partner Coordination

Work with express carriers, dedicated van networks, OBC providers, airlines, and charter operators.

Ensure partners meet strict service, security, and compliance requirements.

Maintain a reliable pool of rapid-response carriers and couriers.

Verify availability, transit times, and operational feasibility instantly.

4. Shipment Monitoring & Exception Management

Track shipments continuously using TMS, telematics, and partner systems.

Intervene immediately in case of delays, disruptions, or route deviations.



Implement recovery actions such as rerouting, vehicle swaps, or alternative flights.

Keep customers informed at every step.

5. Documentation & Compliance

Prepare and verify transport documents (CMR, AWB, OBC paperwork, customs forms).

Ensure compliance with customs, security, and dangerous-goods regulations.

Support cross-border clearance for urgent shipments.

Maintain accurate, audit-ready records.

6. Cost Control & Quotation Management

Prepare rapid quotations for urgent shipments with accurate cost and transit-time calculations.

Balance speed, feasibility, and cost efficiency.

Negotiate rates with carriers and partners under time pressure.

Monitor profitability of time-critical shipments.

7. Internal Collaboration

Work closely with operations, sales, customs, and multimodal teams.

Support tender responses and customer onboarding for time-critical services.

Provide insights to improve processes, tools, and emergency-response capabilities.

Ensure smooth handovers between shifts for 24/7 coverage.

Required Qualifications

Education & Experience

Vocational training or degree in Logistics, Freight Forwarding, or Transport Management.

2–4 years of experience in express, time-critical, or high-priority logistics.

Experience with OBC, NFO, or emergency road transport is a strong advantage.

Technical Skills

Strong understanding of express transport, airfreight processes, and rapid-response networks.

Ability to operate TMS, airline booking systems, and tracking platforms.

Knowledge of customs procedures and international transport regulations.

High digital literacy and ability to work with real-time data.

Soft Skills



Exceptional communication and customer-service abilities.

Calm, decisive, and solution-oriented under extreme time pressure.

Strong multitasking and prioritization skills.

High attention to detail and accuracy.

Ability to build trust quickly with customers and partners.

Preferred Qualifications

ADR knowledge or experience handling hazardous urgent shipments.

Multilingual abilities (e.g., English, German, French).

Experience with automotive, aerospace, medical, or high-tech emergency logistics.

Familiarity with 24/7 operational environments.

Key Performance Indicators (KPIs)

Response time to urgent requests

On-time pickup and delivery performance

Customer satisfaction and retention

Exception resolution speed

Profitability of time-critical shipments

Accuracy of quotations and documentation

Partner performance and reliability

Working Conditions

Fast-paced, high-pressure environment requiring rapid decision-making.

Shift work or 24/7 coverage depending on organizational structure.

Frequent communication with customers, carriers, and global partners.

Occasional travel to customer sites, airports, or partner facilities.

Why This Role Matters

The Time Critical Logistics Specialist ensures that urgent shipments move **immediately, flawlessly, and with absolute reliability**. Their expertise protects production lines, prevents costly downtime, supports life-saving deliveries, and strengthens customer trust in the most demanding situations.



4.35 Time-Critical Logistics / Aerospace Supply Chain

Role Purpose

The AOG (Aircraft on Ground) Road Logistics Specialist is responsible for coordinating urgent, time-critical road transport solutions to support grounded aircraft requiring immediate parts, tools, or equipment. This role ensures the fastest possible delivery of aerospace components by managing express trucking, dedicated vehicles, hand-carry support, and multimodal connections. The specialist acts as the central point of control for AOG shipments, balancing speed, reliability, and compliance to minimize aircraft downtime and operational disruption.

Key Responsibilities

1. AOG Shipment Coordination

Manage urgent AOG transport requests from airlines, MROs, OEMs, and logistics partners.

Arrange dedicated road transport (sprinters, vans, trucks) for immediate dispatch.

Coordinate multimodal connections (road–air–road) when required.

Ensure 24/7 responsiveness for critical AOG events.

2. Carrier & Supplier Management

Select and dispatch the fastest available carrier or dedicated vehicle.

Maintain a network of express trucking partners and time-critical service providers.

Monitor carrier performance and ensure adherence to AOG service standards.

Negotiate urgent transport rates and secure capacity during peak demand.

3. Tracking, Monitoring & Communication

Provide real-time tracking and proactive updates to customers and internal teams.

Monitor transit milestones, border crossings, and customs clearance status.

Escalate delays immediately and implement recovery actions.

Maintain constant communication with drivers, dispatchers, and operations centers.

4. Documentation & Compliance

Prepare and verify transport documents, customs papers, and regulatory forms.

Ensure compliance with aviation, customs, and security requirements.

Manage documentation for dangerous goods (if applicable).

Maintain accurate records for audits and customer reporting.



5. Customer Service & Stakeholder Coordination

Act as the primary contact for AOG customers during critical events.

Provide ETA forecasts, risk assessments, and alternative routing options.

Support customer service teams with technical and operational insights.

Build strong relationships with airline maintenance teams and aerospace clients.

6. Operational Optimization

Identify opportunities to reduce transit time and improve service reliability.

Support development of AOG contingency plans and rapid-response procedures.

Contribute to continuous improvement of time-critical logistics processes.

Analyse AOG performance metrics and propose corrective actions.

Required Skills & Competencies

Technical Skills

Strong understanding of time-critical logistics, express trucking, and road transport.

Knowledge of AOG processes, aerospace supply chains, and MRO operations.

Familiarity with customs procedures, cross-border transport, and regulatory requirements.

Ability to use TMS, tracking platforms, and communication tools effectively.

Understanding of dangerous goods regulations (IATA/ADR) is an advantage.

Soft Skills

High stress tolerance and ability to make fast decisions.

Excellent communication and customer-management skills.

Strong problem-solving abilities and operational creativity.

Ability to coordinate multiple urgent shipments simultaneously.

Proactive, detail-oriented, and highly reliable.

Qualifications & Experience

Degree or diploma in Logistics, Supply Chain, Transportation, or related field.

3–6+ years of experience in express logistics, time-critical transport, or AOG operations.

Experience with road transport dispatching or emergency logistics is highly preferred.

Knowledge of customs, cross-border transport, and ADR regulations is an advantage.



Ability to work in 24/7 operational environments (shift or on-call).

Key Performance Indicators (KPIs)

AOG response time and dispatch speed

On-time delivery performance for critical shipments

Customer satisfaction and service reliability

Accuracy of tracking and communication updates

Compliance with customs and regulatory requirements

Cost efficiency for urgent transport solutions

Working Conditions

Fast-paced, high-pressure environment with 24/7 operational demands.

Frequent coordination with drivers, carriers, and international partners.

Shift work or on-call rotation common due to AOG urgency.

Requires rapid decision-making and constant communication.



4.36. Project Cargo Road Specialist

Oversized Transport • Heavy Lift Coordination • Route Engineering • Compliance & Execution

Position Summary

The Project Cargo Road Specialist is responsible for planning, coordinating, and executing complex road-freight movements involving oversized, overweight, or technically challenging cargo. This role manages route surveys, permits, carrier selection, equipment specification, and on-site coordination. The specialist acts as the central link between customers, engineering teams, authorities, carriers, and internal stakeholders to ensure safe, compliant, and cost-effective delivery of project cargo.

Key Responsibilities

1. Project Planning & Technical Assessment

Analyze cargo specifications, dimensions, weights, and center-of-gravity requirements.

Determine suitable trailer types (lowboy, multi-axle, extendable, modular, hydraulic platform trailers).

Conduct feasibility studies and route assessments, including bridge limits, clearances, gradients, and restrictions.

Prepare detailed transport plans, risk assessments, and method statements.

2. Permit Management & Regulatory Compliance

Identify all required permits for oversized/overweight movements across regions and countries.

Coordinate with authorities, police escorts, and permit agencies.

Ensure compliance with national and international road-transport regulations.

Manage time-of-day restrictions, escort requirements, and special safety measures.

3. Carrier & Equipment Coordination

Select specialized heavy-haul carriers based on capability, equipment availability, and performance.

Verify carrier documentation, insurance, and technical competence.

Coordinate equipment mobilization, loading gear, lifting devices, and support vehicles.

Ensure proper securement, weight distribution, and load-handling procedures.

4. Customer Service & Stakeholder Communication

Serve as the primary contact for customers during project planning and execution.



Provide technical guidance, timelines, and cost estimates.

Communicate proactively about progress, risks, and operational changes.

Conduct on-site meetings, pre-lift briefings, and post-project reviews.

5. On-Site Coordination & Execution Control

Supervise loading, securing, and unloading of project cargo when required.

Coordinate with crane teams, riggers, surveyors, and site managers.

Ensure adherence to safety protocols, PPE requirements, and lifting plans.

Manage real-time issues such as weather disruptions, access constraints, or equipment failures.

6. Documentation & Reporting

Prepare transport documents, permits, route surveys, and technical drawings.

Maintain accurate project files for audits and customer reporting.

Document incidents, near misses, and corrective actions.

Provide detailed post-transport reports and cost summaries.

7. Cost Control & Commercial Support

Prepare quotations, cost breakdowns, and project budgets.

Negotiate rates with heavy-haul carriers, escort services, and crane providers.

Monitor project profitability and identify optimization opportunities.

Support tender responses and large-scale project bids.

8. Internal Collaboration

Work closely with sales, engineering, operations, customs, and procurement teams.

Provide technical expertise for solution design and customer proposals.

Support continuous improvement of project-cargo processes and tools.

Ensure smooth handovers between planning and execution teams.

Required Qualifications

Education & Experience

Vocational training or degree in Logistics, Transport Engineering, Freight Forwarding, or related field.

3–6 years of experience in heavy-haul, oversized transport, or project logistics.

Experience with multi-axle trailers, modular systems, or complex route planning.



Technical Skills

Strong understanding of heavy-haul equipment, load-securement, and lifting operations.

Ability to read technical drawings, lifting plans, and engineering documents.

Knowledge of road-transport regulations, permit processes, and escort requirements.

Proficiency with TMS, route-survey tools, and digital planning systems.

Soft Skills

Excellent communication and customer-service abilities.

Strong problem-solving mindset with calmness under pressure.

High attention to detail and technical accuracy.

Ability to coordinate multiple stakeholders and manage complex timelines.

Strong negotiation and decision-making skills.

Preferred Qualifications

Experience with energy, construction, industrial, or infrastructure projects.

ADR knowledge for hazardous project cargo.

Multilingual abilities (e.g., English, German, French, Dutch).

Familiarity with sustainability and CO₂-optimized heavy-haul solutions.

Key Performance Indicators (KPIs)

On-time project execution

Safety performance and incident rates

Permit accuracy and compliance

Customer satisfaction and repeat business

Cost control and project profitability

Carrier performance and equipment suitability

Quality of route surveys and technical planning

Working Conditions

Office-based with frequent on-site presence at loading/unloading points.

Travel to customer sites, ports, construction zones, and route-survey locations.

Exposure to industrial environments, weather conditions, and heavy equipment.



Extended hours during major project moves or critical phases.

Why This Role Matters

The Project Cargo Road Specialist ensures that the most challenging, high-value, and technically complex cargo moves **safely, legally, and flawlessly**. Their expertise protects people, infrastructure, and customer investments and enables industries to build, expand, and innovate.



4.37. Road Freight Driver

Professional Driving • Cargo Integrity • Safety & Compliance • Customer Service

Position Summary

The Road Freight Driver is responsible for the safe, efficient, and compliant transport of goods using heavy goods vehicles (HGVs) on regional, national, or international routes. This role ensures cargo integrity, maintains accurate documentation, follows all legal and company standards, and represents the organization professionally at customer sites and on the road.

Key Responsibilities

1. Safe & Professional Driving

Operate HGVs (rigid or articulated) safely in all weather, traffic, and road conditions.

Follow traffic laws, road regulations, and company driving standards.

Maintain professional conduct at customer locations, depots, and inspection points.

Drive defensively and responsibly to protect people, cargo, and equipment.

2. Cargo Handling & Load Security

Verify cargo condition, documentation, and loading accuracy before departure.

Secure loads using straps, bars, chains, or other approved equipment.

Handle loading/unloading tasks when required, using appropriate tools and techniques.

Report discrepancies, damages, or irregularities immediately.

3. Documentation & Compliance

Complete and maintain accurate transport documents (CMR, delivery notes, digital logs).

Comply with driving hours, rest periods, and tachograph regulations.

Follow company policies, safety procedures, and legal requirements.

Support customs or border procedures for international transport.

4. Vehicle Inspections & Basic Maintenance

Conduct pre-trip and post-trip inspections (tires, lights, fluids, brakes, safety gear).

Ensure the vehicle is clean, roadworthy, and compliant.

Report mechanical issues promptly to fleet maintenance.

Support preventive maintenance by monitoring mileage and equipment condition.



5. Customer Service & Representation

Provide courteous, professional service at all customer locations.

Communicate clearly regarding delivery details, delays, or special requirements.

Represent the company's values and maintain a positive image on the road.

Handle customer signatures, PODs, and delivery confirmations accurately.

6. Safety, Security & Incident Reporting

Follow all safety protocols, PPE requirements, and load-securement standards.

Report incidents, near misses, or security concerns immediately.

Support accident investigations and corrective actions when required.

Maintain awareness of theft-prevention and cargo-security procedures.

Required Qualifications

Education & Experience

Valid commercial driving license is appropriate for vehicle type (e.g., C/CE).

1–3 years of professional driving experience preferred.

Experience with regional, national, or international road freight.

Technical Skills

Ability to operate GPS, telematics, and digital delivery systems.

Knowledge of load-securement, vehicle inspections, and basic mechanical awareness.

Understanding of road-freight processes and equipment types.

Familiarity with cross-border procedures (if applicable).

Soft Skills

High reliability, responsibility, and attention to detail.

Strong communication and customer-service abilities.

Calm, solution-oriented mindset under pressure.

Ability to work independently and manage time effectively.

Preferred Qualifications

ADR certification (for hazardous goods).

Experience with specialized equipment (reefer, flatbed, tanker, container).

Multilingual abilities (e.g., English, German, French).



Knowledge of European road networks.

Key Performance Indicators (KPIs)

On-time delivery performance

Driving behavior (telematics score)

Cargo integrity and damage rate

Compliance with documentation and safety standards

Customer satisfaction and professionalism

Fuel efficiency and route adherence

Working Conditions

Regional, national, or international routes depending on operational needs.

Variable schedules include early mornings, nights, weekends, or public holidays.

Frequent loading/unloading and interaction with customers.

Exposure to weather, traffic, and industrial environments.

Why This Role Matters

The Road Freight Driver ensures that goods move **safely, reliably, and professionally** across the supply chain. Their expertise directly impacts on customer satisfaction, operational performance, and the company's reputation.



4.38. Road Freight Dispatcher

Driver Coordination • Real-Time Control • Route Optimization • Service Reliability

Position Summary

The Road Freight Dispatcher is the central command point for daily transport execution. This role coordinates drivers and subcontractors, assigns loads, monitors vehicle movements, and ensures timely, compliant, and cost-efficient delivery of road-freight shipments. The dispatcher balances customer requirements, operational constraints, and legal regulations while maintaining clear communication with all stakeholders.

Key Responsibilities

1. Driver Coordination & Load Assignment

Allocate loads to company drivers and subcontractors based on availability, skills, equipment, and legal limits.

Communicate route details, schedules, and special instructions clearly and promptly.

Support drivers throughout the day with updates, guidance, and issue resolutions.

Ensure adherence to driving-hours rules, rest periods, and safety standards.

2. Route Planning & Execution Control

Plan, optimize, and adjust daily routes to maximize efficiency and on-time performance.

Monitor vehicle movements using telematics, GPS, and TMS platforms.

React quickly to disruptions such as traffic, breakdowns, or customer changes.

Coordinate with fleet maintenance for urgent repairs or vehicle swaps.

3. Real-Time Problem Solving

Manage operational exceptions with speed and professionalism.

Implement recovery actions (rerouting, reassigning drivers, alternative vehicles).

Maintain continuous communication with drivers, customers, and internal teams.

Document incidents and support root-cause analysis.

4. Customer Communication & Service Quality

Provide customers with accurate ETAs, updates, and delivery confirmations.

Handle service issues and escalations with a calm, solution-oriented approach.

Ensure customer requirements are understood and executed operationally.

Contribute to high customer satisfaction through proactive communication.



5. Documentation & Compliance

Ensure accurate completion of transport documents (CMR, PODs, digital logs).

Maintain up-to-date driver, vehicle, and route data in operational systems.

Support customs or border procedures for international movements.

Ensure compliance with ADR, safety rules, and company policies.

6. Cross-Functional Collaboration

Work closely with planners, warehouse teams, customer service, and fleet management.

Coordinate loading/unloading windows with terminals and depots.

Provide operational insights to sales, pricing, and key account teams.

Ensure smooth handovers between shifts in 24/7 environments.

7. Operational Reporting & KPI Monitoring

Track and report KPIs such as on-time performance, empty kilometers, and driver productivity.

Identify operational bottlenecks and propose improvement actions.

Support continuous improvement initiatives and digitalization efforts.

Maintain accurate logs of delays, incidents, and operational deviations.

Required Qualifications

Education & Experience

Vocational training or degree in Logistics, Transport Management, or related field.

2–4 years of experience in road-freight dispatching or transport operations.

Experience with regional, national, or international road networks.

Technical Skills

Proficiency with TMS, telematics, and GPS tracking systems.

Strong understanding of road-freight processes, equipment types, and routing.

Knowledge of driving-hours regulations, ADR rules, and compliance requirements.

Strong digital literacy, including Excel and operational dashboards.

Soft Skills

Excellent communication and interpersonal abilities.

Strong multitasking and prioritization skills in a fast-paced environment.



Calm, decisive, and solution-oriented under pressure.

High attention to detail and operational discipline.

Ability to build trust with drivers and collaborate across teams.

Preferred Qualifications

Experience in shift-based or 24/7 dispatch environments.

Multilingual abilities (e.g., English, German, French).

Familiarity with cross-border operations and customs procedures.

Background in fleet management or driver supervision.

Key Performance Indicators (KPIs)

On-time pickup and delivery performance

Driver productivity and route efficiency

Empty-kilometer reduction

Customer satisfaction and communication quality

Compliance with driving-hours and safety regulations

Incident response time and resolution effectiveness

Accuracy of documentation and system updates

Working Conditions

Office-based with constant communication via phone, radio, and digital tools.

Fast-paced environment requires rapid decision-making.

Shift work or extended hours depending on operational needs.

Frequent interaction with drivers, customers, and internal teams.

Why This Role Matters

The Road Freight Dispatcher is the **operational heartbeat** of the transport network.

Their decisions directly influence service reliability, cost efficiency, driver satisfaction, and customer trust making this role essential to daily performance and long-term success.



4.39. Road Freight Broker

Carrier Sourcing • Load Matching • Negotiation • Real-Time Market Execution

Position Summary

The Road Freight Broker acts as an intermediary between shippers and carriers, securing capacity for road-freight shipments in a fast-moving, market-driven environment. This role sources carriers, negotiates rates, matches loads to available trucks, and ensures timely, compliant execution. The broker builds strong relationships with both customers and carriers to maximize service reliability, profitability, and network flexibility.

Key Responsibilities

1. Load Matching & Capacity Sourcing

Identify available carriers and match them with customer loads in real time.

Build and maintain a strong network of trucking companies, owner-operators, and small fleets.

Monitor market capacity, spot rates, and lane dynamics.

Ensure the right truck, equipment type, and service level for each shipment.

2. Negotiation & Rate Management

Negotiate rates with carriers to secure competitive, profitable capacity.

Provide customers with accurate spot quotes and pricing options.

Balance market conditions, urgency, and margin targets.

Maintain rate records and update internal pricing tools.

3. Customer Service & Communication

Serve as the primary contact for customers regarding spot shipments and urgent capacity needs.

Communicate pickup times, ETAs, delays, and delivery confirmations.

Build trust through transparency, responsiveness, and consistent service.

Support customer retention through reliable execution and proactive communication.

4. Carrier Relationship Management

Develop long-term relationships with reliable carriers and owner-operators.

Verify carrier documentation (licenses, insurance, safety ratings, ADR if applicable).

Monitor carrier performance and address service issues.



Maintain a preferred-carrier list for key lanes and equipment types.

5. Shipment Coordination & Execution

Dispatch carriers with clear load details, instructions, and requirements.

Track shipments using TMS, telematics, or direct carrier communication.

Resolve issues such as delays, breakdowns, or miscommunication.

Ensure accurate PODs, documentation, and system updates.

6. Compliance & Risk Management

Ensure carriers meet legal, safety, and insurance requirements.

Follow company policies for carrier vetting and onboarding.

Identify and mitigate risks related to fraud, double brokering, or non-compliance.

Maintain audit-ready records for all brokered shipments.

7. Internal Collaboration

Work closely with sales, dispatch, and operations teams to support customer needs.

Provide market insights to pricing and procurement teams.

Support tender responses with spot-market intelligence.

Contribute to continuous improvement of brokerage processes and tools.

Required Qualifications

Education & Experience

Vocational training or degree in Logistics, Business, or related field.

1–3 years of experience in freight brokerage, trucking, or road-freight operations.

Experience with spot-market dynamics and carrier sourcing.

Technical Skills

Proficiency with TMS, load boards, and carrier-sourcing platforms.

Strong understanding of road-freight processes and equipment types.

Ability to interpret market trends, rate fluctuations, and capacity constraints.

Strong digital literacy, including Excel and communication tools.

Soft Skills

Excellent negotiation and communication abilities.

High energy, resilience, and ability to thrive in a fast-paced environment.



Strong multitasking and prioritization skills.

Customer-focused mindset with a problem-solving orientation.

Ability to build trust quickly with carriers and customers.

Preferred Qualifications

Experience with cross-border brokerage (EU, UK, Balkans, CIS).

Multilingual abilities (e.g., English, German, French).

Background in procurement or carrier management.

Familiarity with ADR, specialized equipment, or niche markets.

Key Performance Indicators (KPIs)

Load coverage rate

Margin per load and overall profitability

Carrier reliability and performance

Customer satisfaction and repeat business

Response time to spot requests

Compliance and documentation accuracy

Carrier network growth and diversification

Working Conditions

Office-based with constant communication via phone, email, and digital platforms.

Fast-paced, market-driven environment requiring rapid decision-making.

Occasional extended hours during peak seasons or urgent requests.

Frequent interaction with carriers, customers, and internal teams.

Why This Role Matters

The Road Freight Broker provides **agility, flexibility, and market responsiveness** essential capabilities in a volatile transport landscape. Their ability to secure capacity quickly and profitably strengthens customer trust and enhances the company's competitive edge.



4.40. Road Freight Forwarder

Transport Coordination • Customer Service • Carrier Management • Documentation & Compliance

Position Summary

The Road Freight Forwarder is responsible for planning, coordinating, and executing domestic and international road-freight shipments. This role manages customer bookings, selects carriers, prepares documentation, ensures regulatory compliance, and monitors shipments from pickup to delivery. The forwarder acts as the central link between customers, carriers, warehouses, and internal teams to deliver efficient, cost-effective, and reliable transport solutions.

Key Responsibilities

1. Transport Planning & Execution

Arrange national and international road-freight shipments based on customer requirements.

Select appropriate carriers, equipment types, and routing options.

Plan FTL, LTL, groupage, and express shipments.

Coordinate pickup and delivery windows with customers and carriers.

2. Customer Service & Communication

Serve as the primary contact for customers regarding bookings, inquiries, and updates.

Provide accurate quotations, transit times, and service options.

Communicate proactively about delays, exceptions, or operational issues.

Build strong relationships to support customer satisfaction and retention.

3. Carrier Management

Source, negotiate, and select carriers based on service, price, and availability.

Maintain strong relationships with trucking companies and subcontractors.

Monitor carrier performance and ensure compliance with safety and quality standards.

Verify carrier documentation (licenses, insurance, ADR certificates if applicable).

4. Documentation & Compliance

Prepare and verify transport documents (CMR, delivery notes, customs papers).

Ensure compliance with road-transport regulations, ADR rules, and weight limits.

Coordinate customs clearance for cross-border shipments when required.



Maintain accurate, audit-ready records for all shipments.

5. Shipment Monitoring & Exception Handling

Track shipments using TMS, telematics, or carrier updates.

Resolve issues such as delays, damages, or misrouted freight.

Coordinate alternative solutions (rerouting, rebooking, emergency transport).

Provide timely updates to customers and internal teams.

6. Cost Control & Profitability

Negotiate rates with carriers and optimize transport costs.

Prepare quotations and ensure accurate cost calculations.

Monitor shipment profitability and identify improvement opportunities.

Support budgeting, forecasting, and margin analysis.

7. Internal Collaboration

Work closely with sales, warehouse, customs, and finance teams.

Support tender responses, customer onboarding, and process improvements.

Provide operational insights to support business development.

Ensure smooth handovers between shifts or departments.

Required Qualifications

Education & Experience

Vocational training or degree in Freight Forwarding, Logistics, or Transport Management.

2–4 years of experience in road-freight operations.

Experience with FTL, LTL, groupage, or cross-border transport.

Technical Skills

Proficiency with TMS, WMS, and freight-forwarding systems.

Strong understanding of road-freight processes and equipment types.

Knowledge of customs procedures and international transport regulations.

Strong digital literacy, including Excel and reporting tools.

Soft Skills

Excellent communication and customer-service abilities.

Strong organizational and multitasking skills.



Problem-solving mindset with calmness under pressure.

High attention to detail and accuracy.

Ability to negotiate effectively with carriers and partners.

Preferred Qualifications

ADR knowledge or experience handling hazardous shipments.

Multilingual abilities (e.g., English, German, French, Dutch).

Experience with European road-freight networks.

Familiarity with sustainability initiatives (CO₂ reporting, eco-routing).

Key Performance Indicators (KPIs)

On-time pickup and delivery performance

Customer satisfaction and retention

Shipment profitability and cost control

Carrier performance and compliance

Exception handling and resolution speed

Documentation accuracy

Working Conditions

Office-based role with frequent communication with customers and carriers.

Fast-paced environment requiring rapid decision-making.

Occasional travel to customer sites, carrier meetings, or terminals.

Extended hours during peak periods may be required.

Why This Role Matters

The Road Freight Forwarder ensures that goods move **smoothly, efficiently, and reliably** across domestic and international road networks. Their expertise directly impacts on customer satisfaction, operational performance, and the company's commercial success.



4.41. Road Freight Manager

Operational Leadership • Service Excellence • Commercial Performance • Compliance & People Management

Position Summary

The Road Freight Manager oversees all road-freight activities within a branch, region, or business unit. This role leads operational teams, manages carrier and customer relationships, ensures regulatory compliance, and drives service quality and profitability. The manager acts as the strategic and operational anchor for FTL, LTL, groupage, express, and specialized road-freight services.

Key Responsibilities

1. Operational Leadership & Team Management

Lead, mentor, and develop teams including planners, forwarders, dispatchers, and customer-service staff.

Set clear performance expectations, KPIs, and operational priorities.

Conduct performance reviews, coaching sessions, and skills-development programs.

Foster a culture of accountability, safety, and continuous improvement.

2. Road-Freight Operations Management

Oversee daily execution of FTL, LTL, groupage, and express operations.

Ensure optimal resource allocation across drivers, vehicles, subcontractors, and equipment.

Monitor on-time performance, service reliability, and operational efficiency.

Resolve escalated operational issues quickly and effectively.

3. Customer Relationship Management

Serve as escalation point for key customers and strategic accounts.

Ensure service delivery aligns with contractual commitments and customer expectations.

Conduct business reviews and support customer-specific improvement initiatives.

Collaborate with sales and KAM teams to support retention and growth.

4. Carrier & Supplier Management

Manage relationships with trucking carriers, subcontractors, and service providers.

Ensure carriers meet safety, compliance, and performance standards.



Support procurement in rate negotiations and capacity planning.

Monitor carrier KPIs and implement corrective actions when needed.

5. Compliance, Safety & Quality Assurance

Ensure full compliance with transport regulations, ADR rules, and company policies.

Conduct audits, inspections, and safety briefings.

Lead incident investigations and implement corrective and preventive actions.

Promote a strong safety culture across all operational teams.

6. Financial & Commercial Performance

Manage operational budgets, cost drivers, and profitability targets.

Monitor cost per km, cost per load, and margin performance.

Identify opportunities for cost optimization and process efficiency.

Support pricing, tender responses, and commercial decision-making.

7. Process Improvement & Digitalization

Drive continuous improvement initiatives across planning, dispatch, and execution.

Support digital transformation projects, automation, and system enhancements.

Ensure accurate data entry, reporting, and KPI visibility.

Standardize best practices across teams and locations.

8. Cross-Functional Collaboration

Work closely with warehouse, customs, fleet, finance, and sales teams.

Align operational capabilities with commercial strategy and customer needs.

Support leadership with operational insights and strategic recommendations.

Ensure smooth coordination across departments and shifts.

Required Qualifications

Education & Experience

Degree in Logistics, Transport Management, Supply Chain, or related field.

5–7 years of experience in road-freight operations, including leadership responsibilities.

Strong background in planning, dispatching, or freight-forwarding functions.

Technical Skills

Proficiency with TMS, telematics, and operational reporting tools.



Strong understanding of FTL, LTL, groupage, and cross-border transport.

Knowledge of transport regulations, ADR requirements, and compliance frameworks.

Ability to interpret KPIs, financial data, and operational dashboards.

Soft Skills

Strong leadership presence with the ability to motivate and guide teams.

Excellent communication and stakeholder-management abilities.

Calm, decisive, and solution-oriented under pressure.

High attention to detail and operational discipline.

Strategic mindset combined with hands-on execution capability.

Preferred Qualifications

Experience managing multi-site or regional operations.

Multilingual abilities (e.g., English, German, French, Dutch).

Background in lean, Six Sigma, or continuous-improvement methodologies.

Experience with sustainability initiatives (eco-driving, CO₂ reporting).

Key Performance Indicators (KPIs)

On-time pickup and delivery performance

Operational cost efficiency and margin performance

Customer satisfaction and retention

Carrier performance and compliance

Safety and incident rates

Empty-kilometer reduction and fleet utilization

Process-improvement outcomes and digital adoption

Working Conditions

Office-based with regular presence in the yard, warehouse, or on the road.

Fast-paced environment requires rapid decision-making.

Occasionally early, late, or weekend work depending on operational needs.

Regular travel to customer sites, carrier meetings, and operational hubs.

Why This Role Matters



The Road Freight Manager ensures that people, processes, and assets work together to deliver **safe, reliable, and profitable** road-freight services. Their leadership directly shapes operational excellence, customer satisfaction, and the company's competitive strength.



4.42. Express Van Driver

Time-Sensitive Deliveries • Customer Interaction • Safety & Compliance • Vehicle Care

Position Summary

The Express Van Driver is responsible for the rapid, safe, and reliable delivery of parcels, small freight, and time-critical shipments using light commercial vehicles (LCVs). This role ensures timely pickups and deliveries, maintains cargo integrity, follows all legal and company standards, and represents the organization professionally at every customer interaction.

Key Responsibilities

1. Safe & Efficient Driving

Operate vans and light commercial vehicles safely in all traffic and weather conditions.

Follow traffic laws, road regulations, and company driving standards.

Maintain a professional and courteous presence on the road and at customer sites.

Drive efficiently to meet tight delivery windows without compromising safety.

2. Time-Critical Pickup & Delivery

Perform scheduled and on-demand pickups and deliveries for parcels, express freight, and urgent shipments.

Prioritize routes based on urgency, customer requirements, and real-time updates.

Ensure accurate delivery confirmations, signatures, and proof-of-delivery (POD) documentation.

Communicate proactively about delays or access issues.

3. Cargo Handling & Load Security

Verify shipment details, labels, and documentation before departure.

Load and secure parcels and small freight safely to prevent damage.

Handle fragile, high-value, or time-critical items with care and precision.

Report discrepancies, damages, or irregularities immediately.

4. Customer Service & Representation

Provide friendly, professional service at every pickup and delivery point.

Communicate clearly with customers regarding delivery details or special instructions.

Represent the company's values and maintain a positive brand image.

Support customer satisfaction through reliability and professionalism.



5. Vehicle Checks & Basic Maintenance

Conduct daily pre-trip and post-trip inspections (tires, lights, fluids, brakes).

Keep the vehicle clean, roadworthy, and compliant with safety standards.

Report mechanical issues promptly to fleet maintenance.

Support preventive maintenance by monitoring mileage and vehicle condition.

6. Documentation & Compliance

Complete digital logs, delivery notes, and route updates accurately.

Follow company policies, safety procedures, and legal requirements.

Comply with working-time rules and rest-period regulations.

Support customs or border procedures for cross-border express deliveries when required.

Required Qualifications

Education & Experience

Valid driving license is appropriate for light commercial vehicles (e.g., B category).

1–2 years of experience in express delivery, courier services, or last-mile logistics preferred.

Experience with time-critical or customer-facing delivery environments.

Technical Skills

Ability to operate GPS, routing apps, and digital delivery systems.

Knowledge of safe cargo handling and basic vehicle checks.

Familiarity with express-logistics processes and delivery workflows.

Understanding of regional road networks and traffic patterns.

Soft Skills

High reliability, punctuality, and sense of responsibility.

Strong communication and customer-service abilities.

Calm, solution-oriented mindset under time pressure.

Ability to work independently and manage tight schedules.

Attention to detail and accuracy in documentation.

Preferred Qualifications

Experience with same-day, overnight, or time-critical logistics.



Multilingual abilities (e.g., English, German, French).

ADR awareness for small quantities (if applicable).

Knowledge of cross-border express operations.

Key Performance Indicators (KPIs)

On-time delivery rate

Customer satisfaction and professionalism

Cargo integrity and damage rate

Route efficiency and fuel usage

Accuracy of PODs and documentation

Vehicle condition and compliance

Response time for urgent pickups

Working Conditions

Fast-paced environment with tight delivery windows.

Variable schedules include early mornings, evenings, weekends, or peak-season surges.

Frequent loading/unloading and customer interaction.

Exposure to weather, traffic, and urban delivery challenges.

Why This Role Matters

The Express Van Driver ensures that urgent shipments reach their destination **quickly, safely, and professionally**. Their reliability directly impacts customer trust, service quality, and the company's reputation in the express-logistics market.



4.43. Road Freight Local Delivery Truck Driver

Local Distribution • Customer Interaction • Safety & Compliance • Cargo Handling

Position Summary

The Road Freight Local Delivery Truck Driver is responsible for the safe, timely, and efficient delivery of goods within a defined local or regional area. This role handles frequent stops, interacts directly with customers, manages loading and unloading tasks, and ensures all deliveries are completed accurately and professionally. The driver represents the company at every delivery point and plays a key role in maintaining service quality.

Key Responsibilities

1. Safe & Professional Driving

Operate rigid trucks or small HGVs safely in urban and suburban environments.

Navigate traffic, tight streets, loading zones, and customer premises with care.

Follow all traffic laws, road regulations, and company driving standards.

Always maintain a professional presence.

2. Local Pickup & Delivery Execution

Perform multiple daily deliveries and collections within a defined route or zone.

Ensure accurate delivery of goods according to manifests, labels, and customer instructions.

Obtain signatures, proof-of-delivery (POD), and digital confirmations.

Communicate proactively about delays, access issues, or special requirements.

3. Cargo Handling & Load Security

Load and unload goods using pallet jacks, liftgates, or manual handling techniques.

Secure cargo properly to prevent movement or damage during transit.

Handle fragile, perishable, or high-value items with appropriate care.

Report discrepancies, damages, or irregularities immediately.

4. Customer Service & Representation

Provide friendly, professional service at every delivery location.

Communicate clearly with customers regarding delivery details or issues.

Represent the company's values and maintain a positive brand image.

Support customer satisfaction through reliability and courtesy.



5. Vehicle Checks & Basic Maintenance

Conduct daily pre-trip and post-trip inspections (tires, lights, fluids, brakes).

Keep the vehicle clean, roadworthy, and compliant with safety standards.

Report mechanical issues promptly to fleet maintenance.

Support preventive maintenance by monitoring mileage and vehicle condition.

6. Documentation & Compliance

Complete delivery notes, digital logs, and route updates accurately.

Follow company policies, safety procedures, and legal requirements.

Comply with working-time rules and rest-period regulations.

Support customs or border procedures if operating near cross-border areas.

Required Qualifications

Education & Experience

Valid driving license is appropriate for vehicle type (e.g., C or C1).

1–3 years of experience in local delivery, distribution, or road-freight driving.

Experience with frequent-stop delivery environments is an advantage.

Technical Skills

Ability to operate GPS, routing apps, and digital delivery systems.

Knowledge of safe cargo handling and load-securement techniques.

Familiarity with local road networks, traffic patterns, and delivery zones.

Basic mechanical awareness for vehicle checks.

Soft Skills

High reliability, punctuality, and sense of responsibility.

Strong communication and customer-service abilities.

Calm, solution-oriented mindset under time pressure.

Ability to work independently and manage tight schedules.

Attention to detail and accuracy in documentation.

Preferred Qualifications

ADR certification (for hazardous goods).

Experience with refrigerated, tail-lift, or specialized local-delivery vehicles.



Multilingual abilities (e.g., English, German, French).

Knowledge of local regulations for commercial deliveries.

Key Performance Indicators (KPIs)

On-time delivery rate

Customer satisfaction and professionalism

Cargo integrity and damage rate

Route efficiency and fuel usage

Accuracy of PODs and documentation

Vehicle condition and compliance

Delivery completion rate per route

Working Conditions

Local routes with frequent stops and customer interaction.

Variable schedules including early mornings, evenings, or peak-season surges.

Regular loading/unloading and handling of goods.

Exposure to weather, traffic, and urban delivery challenges.

Why This Role Matters

The Road Freight Local Delivery Truck Driver ensures that goods reach their final destination **quickly, safely, and professionally**. Their reliability directly shapes customer satisfaction, brand reputation, and the smooth functioning of local supply chains.



4.44. Road Freight International Truck Driver

Cross-Border Transport • Safety & Compliance • Cargo Integrity • Professional Representation

Position Summary

The Road Freight International Truck Driver is responsible for the safe, efficient, and compliant transport of goods across multiple countries using heavy goods vehicles (HGVs). This role manages long-distance routes, cross-border procedures, cargo integrity, and vehicle care while representing the company professionally at customer sites, terminals, and border points. The driver ensures reliable delivery performance across diverse road networks and regulatory environments.

Key Responsibilities

1. Safe & Professional Long-Distance Driving

Operate articulated trucks and HGVs safely across international routes, terrains, and weather conditions.

Follow all traffic laws, road regulations, and company driving standards in each country.

Maintain professional conduct at customer locations, border crossings, and inspection points.

Drive defensively and responsibly to protect people, cargo, and equipment.

2. Cross-Border Transport Execution

Navigate international routes, toll systems, tunnels, ferries, and border controls.

Manage customs procedures, transit documents, and country-specific requirements.

Coordinate with dispatch and customs teams regarding border timings and documentation.

Adapt to varying road rules, speed limits, and infrastructure across regions.

3. Cargo Handling & Load Security

Verify cargo condition, documentation, and loading accuracy before departure.

Secure loads using approved equipment (straps, chains, bars, tensioners).

Handle loading/unloading tasks when required, using safe techniques and equipment.

Report discrepancies, damages, or irregularities immediately.

4. Documentation & Compliance

Complete and maintain accurate transport documents (CMR, TIR carnet, delivery notes, digital logs).



Comply with EU driving-hours rules, rest periods, and tachograph regulations.

Follow ADR, weight limits, and country-specific transport regulations.

Support customs clearance and inspections at borders or terminals.

5. Vehicle Inspections & Basic Maintenance

Conduct pre-trip and post-trip inspections (tires, lights, fluids, brakes, safety gear).

Ensure the vehicle is clean, roadworthy, and compliant with international standards.

Report mechanical issues promptly to fleet maintenance.

Support preventive maintenance by monitoring mileage and equipment condition.

6. Customer Service & Representation

Provide courteous, professional service at all customer locations.

Communicate clearly regarding delivery details, delays, or special requirements.

Represent the company's values and maintain a positive image across borders.

Handle customer signatures, PODs, and delivery confirmations accurately.

7. Safety, Security & Incident Reporting

Follow all safety protocols, PPE requirements, and load-securement standards.

Maintain awareness of theft-prevention and cargo-security procedures, especially in high-risk areas.

Report incidents, near misses, or security concerns immediately.

Support accident investigations and corrective actions when required.

Required Qualifications

Education & Experience

Valid commercial driving license appropriate for international HGV operation (e.g., CE).

2–5 years of professional long-distance or international driving experience.

Experience with cross-border transport in Europe or neighboring regions.

Technical Skills

Ability to operate GPS, telematics, and digital delivery systems.

Knowledge of international road networks, toll systems, and border procedures.

Understanding of load-securement, vehicle inspections, and basic mechanical awareness.

Familiarity with customs documentation and transit procedures.



Soft Skills

High reliability, responsibility, and independence.

Strong communication abilities across languages and cultures.

Calm, solution-oriented mindset under pressure or unexpected delays.

Ability to manage long periods on the road and maintain focus.

Attention to detail and accuracy in documentation.

Preferred Qualifications

ADR certification (for hazardous goods).

Experience with specialized equipment (reefer, flatbed, container, mega trailer).

Multilingual abilities (e.g., English, German, French, Dutch, Polish).

Knowledge of TIR procedures and non-EU border operations.

Key Performance Indicators (KPIs)

On-time delivery performance across borders

Driving behavior (telematics score)

Cargo integrity and damage rate

Compliance with documentation and safety standards

Fuel efficiency and route adherence

Customer satisfaction and professionalism

Vehicle condition and maintenance reporting

Working Conditions

Long-distance, multi-day routes across various countries.

Variable schedules include nights, weekends, and extended periods away from home.

Frequent interaction with customers, customs officers, and border authorities.

Exposure to weather, traffic, and diverse road conditions.

Why This Role Matters

The Road Freight International Truck Driver ensures that goods move **safely, reliably, and professionally** across borders - connecting industries, supporting supply chains, and enabling international trade. Their expertise directly shapes customer satisfaction, operational performance, and the company's reputation across Europe and beyond.



4.45. Road Feeder Service (RFS) Driver

Air Cargo Connectivity • ULD Handling • Safety & Compliance • Time-Critical Transport

Position Summary

The Road Feeder Service (RFS) Driver is responsible for the safe, timely, and compliant transport of air cargo between airports, cargo terminals, and off-airport facilities using heavy goods vehicles (HGVs). This role handles Unit Load Devices (ULDs), follows strict aviation security protocols, manages time-critical schedules, and represents the company professionally within the air-cargo environment.

Key Responsibilities

1. Safe & Professional Driving

Operate articulated trucks and HGVs safely on airport grounds and public roads.

Follow all traffic laws, airside driving rules (where applicable), and company standards.

Navigate airport perimeters, cargo terminals, and high-security zones with precision.

Maintain professional conduct at all customer and airport locations.

2. Air Cargo Transport Execution

Transport ULDs, loose cargo, mail, and express freight between airports and feeder stations.

Ensure strict adherence to flight-related cut-off times and time-critical schedules.

Coordinate with RFS dispatch, cargo terminals, and ground-handling agents.

Manage dock times, slot bookings, and terminal access procedures.

3. ULD Handling & Load Security

Inspect ULDs (pallets, containers) for damage, seal integrity, and correct labeling.

Secure ULDs using locks, straps, and approved restraint systems.

Ensure proper weight distribution and compliance with aircraft-related load standards.

Report discrepancies, damages, or irregularities immediately.

4. Documentation & Aviation Compliance

Complete and maintain accurate transport documents (CMR, AWB copies, ULD checklists).

Follow aviation security regulations (e.g., ACC3, RA/KC procedures, secure supply chain rules).



Comply with customs, border, and transit requirements for international RFS movements.

Support inspections by customs, security, or airport authorities.

5. Vehicle Inspections & Basic Maintenance

Conduct pre-trip and post-trip inspections (tires, lights, brakes, safety gear).

Ensure the vehicle is clean, roadworthy, and compliant with airport and airline standards.

Report mechanical issues promptly to fleet maintenance.

Support preventive maintenance by monitoring mileage and equipment condition.

6. Customer Service & Representation

Provide courteous, professional service at cargo terminals and airline facilities.

Communicate clearly regarding delivery details, delays, or special requirements.

Represent the company's values and maintain a positive image in the aviation environment.

Handle PODs, ULD receipts, and terminal documentation accurately.

7. Safety, Security & Incident Reporting

Follow all safety protocols, PPE requirements, and load-securement standards.

Maintain awareness of theft-prevention and cargo-security procedures.

Report incidents, near misses, or security concerns immediately.

Support investigations and corrective actions when required.

Required Qualifications

Education & Experience

Valid commercial driving license appropriate for HGV operation (e.g., CE).

2–4 years of professional driving experience, ideally in air cargo or time-critical transport.

Experience with ULD handling or airport operations is a strong advantage.

Technical Skills

Ability to operate GPS, telematics, and digital delivery systems.

Knowledge of ULD types, restraint systems, and air-cargo handling standards.

Understanding of airport access rules, security zones, and terminal procedures.



Familiarity with customs and transit documentation.

Soft Skills

High reliability, responsibility, and attention to detail.

Strong communication abilities in fast-paced, time-critical environments.

Calm, solution-oriented mindset under pressure.

Ability to work independently and manage tight schedules.

Professional behavior in high-security and customer-facing settings.

Preferred Qualifications

Airside driving permit (if required by airport).

Aviation security training (e.g., Known Consignor, Regulated Agent modules).

ADR certification for hazardous air cargo.

Multilingual abilities (e.g., English, German, French, Dutch).

Key Performance Indicators (KPIs)

On-time performance against flight cut-offs

ULD integrity and damage rate

Compliance with aviation security and documentation standards

Driving behavior and safety performance

Customer satisfaction and professionalism

Vehicle condition and maintenance reporting

Working Conditions

Frequent operations at airports, cargo terminals, and secure facilities.

Variable schedules including nights, weekends, and public holidays aligned with flight schedules.

Exposure to weather, traffic, and airport operational environments.

Long periods of driving combined with terminal waiting times.

Why This Role Matters

The Road Feeder Service Driver ensures that air cargo moves **safely, securely, and on time** between airports and feeder stations forming the essential ground-based link in the global air-cargo network. Their precision directly impacts flight schedules, cargo integrity, and customer satisfaction.





4.46. Road Planner / Disponent

Route Planning • Driver Coordination • Operational Control • Customer Communication

Position Summary

The Road Planner / Disponent is responsible for planning, coordinating, and monitoring daily road-freight operations. This role assigns loads, optimizes routes, communicates with drivers and customers, and ensures timely, compliant, and cost-efficient execution. Acting as the operational control tower, the planner/disponent balances customer requirements, fleet capacity, legal regulations, and real-time disruptions.

Key Responsibilities

1. Transport Planning & Load Allocation

Plan and optimize daily routes for FTL, LTL, groupage, or dedicated services.

Assign loads to company drivers or subcontractors based on availability, skills, and equipment.

Ensure efficient trailer utilization and minimal empty kilometers.

Adjust plans dynamically based on new bookings, cancellations, or operational changes.

2. Driver Coordination & Communication

Provide drivers with clear instructions, schedules, and route details.

Support drivers throughout the day with updates, guidance, and problem resolution.

Ensure compliance with driving-hours rules, rest periods, and safety standards.

Maintain strong, respectful relationships with drivers to support morale and performance.

3. Real-Time Monitoring & Exception Handling

Track vehicle movements using telematics, GPS, and TMS systems.

Respond immediately to delays, breakdowns, traffic issues, or customer changes.

Implement recovery actions such as rerouting, vehicle swaps, or alternative drivers.

Document incidents and support root-cause analysis.

4. Customer Communication & Service Quality

Provide customers with accurate ETAs, updates, and delivery confirmations.

Handle service issues and escalations with professionalism and transparency.

Ensure customer requirements are clearly communicated to drivers and operations.



Contribute to high customer satisfaction through proactive communication.

5. Documentation & Compliance

Ensure accurate completion of transport documents (CMR, PODs, digital logs).

Maintain up-to-date driver, vehicle, and route data in operational systems.

Support customs or border procedures for international movements.

Ensure compliance with ADR, safety rules, and company policies.

6. Operational Reporting & KPI Tracking

Monitor KPIs such as on-time performance, route efficiency, and driver productivity.

Identify operational bottlenecks and propose improvement actions.

Support continuous improvement and digitalization initiatives.

Provide operational insights to management and commercial teams.

7. Cross-Functional Collaboration

Work closely with warehouse teams, customer service, fleet management, and sales.

Coordinate loading/unloading windows with terminals and depots.

Support pricing and tender teams with operational data and feasibility checks.

Ensure smooth handovers between shifts in 24/7 environments.

Required Qualifications

Education & Experience

Vocational training or degree in Logistics, Transport Management, or related field.

2–4 years of experience in road-freight planning, dispatching, or operations.

Experience with regional, national, or international road networks.

Technical Skills

Proficiency with TMS, telematics, and GPS tracking systems.

Strong understanding of road-freight processes, equipment types, and routing.

Knowledge of driving-hours regulations, ADR rules, and compliance requirements.

Strong digital literacy, including Excel and operational dashboards.

Soft Skills

Excellent communication and interpersonal abilities.

Strong multitasking and prioritization skills in a fast-moving environment.



Calm, decisive, and solution-oriented under pressure.

High attention to detail and operational discipline.

Ability to build trust with drivers and collaborate across teams.

Preferred Qualifications

Experience in shift-based or 24/7 planning environments.

Multilingual abilities (e.g., English, German, French).

Familiarity with cross-border operations and customs procedures.

Background in fleet management or driver supervision.

Key Performance Indicators (KPIs)

On-time pickup and delivery performance

Route efficiency and empty-kilometer reduction

Driver productivity and satisfaction

Customer communication quality

Compliance with driving-hours and safety regulations

Incident response time and resolution effectiveness

Accuracy of documentation and system updates

Working Conditions

Office-based with constant communication via phone, radio, and digital tools.

Fast-paced environment requiring rapid decision-making.

Shift work or extended hours depending on operational needs.

Frequent interaction with drivers, customers, and internal teams.

Why This Role Matters

The Road Planner / Disponent ensures that daily operations run **smoothly, efficiently, and reliably**. Their decisions directly influence service quality, cost control, driver satisfaction, and customer trust making this role a critical pillar of road-freight performance.



4.47. Road Freight Forwarder (Customs Experience)

Transport Coordination • Customs Compliance • Cross-Border Operations • Customer Service

Position Summary

The Road Freight Forwarder (Customs Experience) is responsible for planning, coordinating, and executing domestic and international road-freight shipments while managing customs-related processes. This role prepares and verifies customs documentation, ensures regulatory compliance, communicates with customs authorities, and supports customers with import/export requirements. The forwarder acts as the operational link between customers, carriers, customs brokers, and internal teams to deliver compliant, efficient, and reliable cross-border transport solutions.

Key Responsibilities

1. Transport Planning & Execution

Arrange national and international road-freight shipments (FTL, LTL, groupage, express).

Select carriers, equipment types, and routing options based on customer needs.

Coordinate pickup and delivery windows with customers and carriers.

Ensure smooth handovers between warehouses, terminals, and border points.

2. Customs Documentation & Compliance

Prepare and verify customs documents (export declarations, import entries, T1/T2, EUR.1, ATR, CMR).

Ensure compliance with customs regulations, tariff classifications, and origin rules.

Coordinate with customs brokers, authorities, and border agencies.

Manage bonded cargo, transit procedures, and customs inspections.

Maintain audit-ready records for all customs-related activities.

3. Customer Service & Advisory

Serve as the primary contact for customers regarding bookings, customs requirements, and shipment status.

Provide guidance on customs procedures, documentation, and regulatory changes.

Communicate proactively about delays, exceptions, or customs holds.

Build strong relationships to support customer satisfaction and retention.

4. Carrier & Partner Coordination

Source and negotiate with carriers for cross-border transport.



Verify carrier compliance with customs, security, and documentation requirements.

Coordinate with customs brokers, bonded warehouses, and inspection facilities.

Monitor carrier performance and ensure adherence to service standards.

5. Shipment Monitoring & Exception Handling

Track shipments using TMS, telematics, and carrier updates.

Resolve issues such as customs delays, documentation errors, or misrouted freight.

Coordinate alternative solutions (rerouting, rebooking, emergency transport).

Provide timely updates to customers and internal teams.

6. Cost Control & Profitability

Prepare quotations including transport, customs, and ancillary charges.

Ensure accurate cost calculations and margin protection.

Monitor shipment profitability and identify improvement opportunities.

Support budgeting, forecasting, and financial analysis.

7. Internal Collaboration

Work closely with customs teams, warehouse staff, sales, and finance.

Support tender responses and customer onboarding with customs expertise.

Provide operational insights to support business development.

Ensure smooth handovers between shifts or departments.

Required Qualifications

Education & Experience

Vocational training or degree in Freight Forwarding, Logistics, Customs, or International Trade.

3–5 years of experience in road-freight forwarding with hands-on customs involvement.

Experience with cross-border transport in Europe or neighboring regions.

Technical Skills

Strong understanding of customs procedures, tariff codes, and trade regulations.

Proficiency with TMS, customs systems (e.g., NCTS), and freight-forwarding platforms.

Knowledge of road-freight processes, equipment types, and routing.

Strong digital literacy, including Excel and reporting tools.



Soft Skills

Excellent communication and customer-service abilities.

High attention to detail and accuracy in documentation.

Strong organizational and multitasking skills.

Calm, solution-oriented mindset under pressure.

Ability to collaborate effectively with internal and external partners.

Preferred Qualifications

Certification as a customs specialist or declarant.

Experience with bonded cargo, transit procedures, or special regimes.

Multilingual abilities (e.g., English, German, French, Dutch).

Familiarity with sustainability initiatives (CO₂ reporting, eco-routing).

Key Performance Indicators (KPIs)

Customs compliance rate and error-free declarations

On-time pickup and delivery performance

Customer satisfaction and retention

Shipment profitability and cost control

Exception handling and resolution speed

Documentation accuracy and audit readiness

Carrier and broker performance

Working Conditions

Office-based role with frequent communication with customers, carriers, and customs partners.

Fast-paced environment requiring rapid decision-making.

Occasional travel to customer sites, border points, or customs offices.

Extended hours during peak periods or customs disruptions may be required.

Why This Role Matters

The Road Freight Forwarder (Customs Experience) ensures that goods move **smoothly, legally, and efficiently** across borders. Their expertise protects customers from delays, penalties, and compliance risks and strengthens the company's reputation for reliable international transport.





4.48. Road Operations Freight Executive

Operational Excellence • Transport Coordination • Customer Performance • Process Optimization

Position Summary

The Road Operations Freight Executive supports and enhances the daily performance of road-freight operations across FTL, LTL, groupage, and express services. This role ensures high service quality, operational efficiency, and compliance while acting as a key link between planning, dispatch, customer service, carriers, and management. The executive drives continuous improvement, resolves escalations, and supports strategic operational initiatives.

Key Responsibilities

1. Operational Control & Performance Management

Monitor daily road-freight operations to ensure on-time pickup and delivery performance.

Identify operational bottlenecks and implement corrective actions.

Support planners, dispatchers, and forwarders with complex or high-priority shipments.

Ensure adherence to SOPs, KPIs, and service-level commitments.

2. Customer Service & Escalation Handling

Act as a senior point of contact for customer escalations and service issues.

Provide proactive communication, performance updates, and recovery plans.

Support key accounts with operational insights and improvement actions.

Ensure customer expectations are aligned with operational capabilities.

3. Carrier & Partner Coordination

Collaborate with carriers, subcontractors, and service providers to ensure service reliability.

Monitor carrier performance and support corrective actions when needed.

Verify compliance with safety, documentation, and contractual requirements.

Support procurement and capacity planning with operational feedback.

4. Process Improvement & Optimization

Analyze operational data to identify efficiency opportunities.

Support initiatives to reduce empty kilometers, improve routing, and optimize resource use.



Contribute to digitalization projects, automation, and system enhancements.

Standardize best practices across teams and locations.

5. Documentation, Compliance & Quality Assurance

Ensure accuracy of transport documents (CMR, PODs, customs papers).

Support compliance with ADR, driving-hours rules, and road-transport regulations.

Conduct internal audits and support external inspections.

Maintain audit-ready records and support quality-management initiatives.

6. Cross-Functional Collaboration

Work closely with sales, customer service, warehouse, customs, and finance teams.

Provide operational input for tenders, pricing, and customer onboarding.

Support management with operational reporting and performance analysis.

Ensure smooth coordination across shifts and departments.

7. Training & Support

Provide guidance and support to junior planners, dispatchers, and forwarders.

Assist in onboarding new team members and training on systems and processes.

Promote a culture of continuous learning and operational excellence.

Required Qualifications

Education & Experience

Vocational training or degree in Logistics, Transport Management, or related field.

3–5 years of experience in road-freight operations (planning, dispatching, forwarding).

Experience with FTL, LTL, groupage, or cross-border transport.

Technical Skills

Strong understanding of road-freight processes, equipment types, and routing.

Proficiency with TMS, telematics, and operational reporting tools.

Knowledge of transport regulations, ADR rules, and compliance frameworks.

Strong digital literacy, including Excel and data-analysis tools.

Soft Skills

Excellent communication and stakeholder-management abilities.

Strong problem-solving mindset with calmness under pressure.



High attention to detail and operational discipline.

Ability to influence without direct authority.

Proactive, analytical, and improvement-oriented mindset.

Preferred Qualifications

Experience supporting key accounts or high-complexity operations.

Multilingual abilities (e.g., English, German, French, Dutch).

Background in lean, Six Sigma, or continuous-improvement methodologies.

Familiarity with sustainability initiatives (eco-routing, CO₂ reporting).

Key Performance Indicators (KPIs)

On-time pickup and delivery performance

Operational efficiency and empty-kilometer reduction

Customer satisfaction and escalation resolution

Carrier performance and compliance

Documentation accuracy and audit readiness

Process-improvement outcomes

Data quality and system accuracy

Working Conditions

Office-based with frequent interaction with drivers, carriers, and internal teams.

Fast-paced environment requires rapid decision-making.

Occasional travel to customer sites, terminals, or operational hubs.

Extended hours during peak periods or major disruptions may be required.

Why This Role Matters

The Road Operations Freight Executive ensures that daily operations run **smoothly, efficiently, and consistently to a high standard**. Their expertise strengthens service reliability, customer satisfaction, and operational excellence, making them a key contributor to the company's competitive performance.



4.49. Tour Support Clerk

Travel Coordination • Logistics Administration • Backstage Support • Customer & Crew Assistance

Position Summary

The Tour Support Clerk provides administrative, logistical, and operational support for touring activities, ensuring smooth execution of travel, accommodation, equipment movement, and on-site coordination. This role acts as a key link between tour management, crew members, venues, suppliers, and transport partners. The clerk ensures that schedules, documentation, and resources are organized, accurate, and ready for each tour stop.

Key Responsibilities

1. Administrative & Scheduling Support

Maintain and update tour schedules, itineraries, and daily call sheets.

Coordinate travel arrangements for crew, artists, staff, or participants (flights, hotels, ground transport).

Track changes to schedules and communicate updates promptly.

Prepare and distribute tour documentation and briefing materials.

2. Logistics Coordination

Support the movement of equipment, instruments, merchandise, or technical gear between venues.

Liaise with transport providers, freight companies, and local venue contacts.

Ensure load-in/load-out times, access requirements, and venue logistics are confirmed.

Assist with inventory tracking and equipment checklists.

3. On-Site Support & Crew Assistance

Provide backstage or on-site administrative support during tour stops.

Assist with accreditation, passes, wristbands, and access control.

Support crew needs such as catering coordination, rooming lists, and local arrangements.

Help resolve last-minute issues related to travel, accommodation, or venue logistics.

4. Documentation & Compliance

Prepare and maintain accurate records (travel manifests, expense logs, equipment lists).



Support customs and border documentation for international tours.

Ensure compliance with safety, security, and venue regulations.

Maintain audit-ready files for all tour-related activities.

5. Communication & Stakeholder Coordination

Act as a central communication point between tour management, crew, venues, and suppliers.

Provide timely updates on schedule changes, delays, or operational issues.

Support customer service for VIPs, artists, or corporate clients when required.

Build strong working relationships with venue staff and local partners.

6. Financial & Procurement Support

Assist with expense tracking, petty cash, and invoice processing.

Support procurement of supplies, equipment, or services needed on tour.

Monitor budget adherence and report discrepancies to tour management.

Coordinate per diems, reimbursements, and vendor payments.

Required Qualifications

Education & Experience

Vocational training or degree in Administration, Event Management, Logistics, or related field.

1–3 years of experience in touring, events, logistics, or travel coordination.

Experience with fast-paced, mobile operations is an advantage.

Technical Skills

Proficiency with scheduling tools, spreadsheets, and communication platforms.

Strong understanding of travel logistics and basic freight processes.

Ability to manage documentation for international travel and equipment movement.

Familiarity with backstage or venue operations is a plus.

Soft Skills

Excellent organizational and multitasking abilities.

Strong communication and interpersonal skills.

Calm, solution-oriented mindset under pressure and tight timelines.

High attention to detail and accuracy.



Ability to work independently and as part of a mobile, dynamic team.

Preferred Qualifications

Experience in music touring, performing arts, sports events, or corporate roadshows.

Multilingual abilities (e.g., English, German, French).

Knowledge of customs procedures for touring equipment.

Familiarity with digital tour-management platforms.

Key Performance Indicators (KPIs)

Accuracy of schedules, manifests, and documentation

On-time travel and logistics coordination

Crew satisfaction and support quality

Issue-resolution speed during tour stops

Budget adherence and expense accuracy

Communication clarity and responsiveness

Working Conditions

Frequent travel with the tour (regional, national, or international).

Variable working hours include evenings, weekends, and long days.

On-site work at venues, hotels, airports, and backstage areas.

Fast-paced environment with shifting priorities and real-time challenges.

Why This Role Matters

The Tour Support Clerk ensures that every tour stop runs **smoothly, professionally, and on schedule**. Their coordination keeps the crew moving, the equipment flowing, and the entire tour functioning as a cohesive operation making them an essential part of the touring ecosystem.



4.50. Heavy Goods Vehicle (HGV) Escort

Abnormal Loads • Route Safety • Traffic Coordination • Compliance & Communication

Position Summary

The Heavy Goods Vehicle (HGV) Escort is responsible for accompanying oversized, overweight, or special-category road transports to ensure safe, compliant, and efficient movement along designated routes. This role supports the heavy-haul driver by monitoring road conditions, managing traffic interactions, communicating hazards, and coordinating with authorities when required. The escort acts as a mobile safety unit, protecting the load, the driver, and other road users.

Key Responsibilities

1. Escorting & Route Safety

Accompany abnormal-load or heavy-haul vehicles along planned routes.

Drive ahead of or behind the transport to warn other road users and manage traffic flow.

Identify hazards such as tight turns, low bridges, narrow lanes, or oncoming obstacles.

Support safe passage through complex environments (urban areas, construction zones, rural roads).

2. Communication & Coordination

Maintain constant communication with the heavy-haul driver via radio or hands-free systems.

Relay real-time updates on traffic, road conditions, and potential risks.

Coordinate with police escorts, pilot vehicles, or local authorities when required.

Communicate clearly with other road users using approved signals and equipment.

3. Compliance & Documentation

Ensure the transport adheres to permit conditions, route restrictions, and legal requirements.

Verify escort requirements for each region or country (e.g., police escort, multiple pilot cars).

Carry and maintain required documentation such as permits, route plans, and safety checklists.

Support inspections by authorities and ensure compliance with abnormal-load regulations.

4. Readiness of Vehicle & Equipment



Operate a properly equipped escort vehicle with warning lights, signage, and communication tools.

Conduct pre-trip and post-trip checks on escort vehicle and safety equipment.

Ensure availability of cones, flags, high-visibility gear, and emergency tools.

Report mechanical issues or equipment failures promptly.

5. Traffic & Public Safety Management

Warn oncoming traffic of the approaching abnormal load.

Assist with temporary road closures, lane positioning, or controlled maneuvers.

Support safe navigation through roundabouts, junctions, bridges, and tight access points.

Protect pedestrians, cyclists, and vulnerable road users during transport operations.

6. Risk Management & Incident Response

Identify and mitigate risks during transport.

Respond appropriately to incidents, breakdowns, or unexpected obstacles.

Support emergency procedures and coordinate with authorities if required.

Document incidents, near misses, and corrective actions.

Required Qualifications

Education & Experience

Valid driving license is appropriate for escort vehicle operation (e.g., B or BE).

1–3 years of experience in road transport, heavy-haul, or escort operations preferred.

Familiarity with abnormal-load regulations and heavy-haul environments.

Technical Skills

Strong understanding of heavy-haul transport, route planning, and road-safety principles.

Ability to operate communication equipment (radio, GPS, telematics).

Knowledge of escort procedures, signage requirements, and traffic-management techniques.

Basic mechanical awareness for vehicle and equipment checks.

Soft Skills

High situational awareness and strong decision-making ability.



Excellent communication and teamwork skills.

Calm, focused, and safety-oriented mindset under pressure.

Professional conduct when interacting with authorities and the public.

Strong attention to detail and compliance discipline.

Preferred Qualifications

Certification as an escort driver or pilot car operator (country-specific).

Experience with heavy-haul, project cargo, or abnormal-load operations.

Multilingual abilities (e.g., English, German, French, Dutch).

Training in traffic management or road-safety operations.

Key Performance Indicators (KPIs)

Safety performance and incident rates

Compliance with escort and permit requirements

Communication quality with heavy-haul drivers and authorities

On-time transport completion

Equipment, readiness and vehicle condition

Accuracy of documentation and reporting

Working Conditions

Extensive driving, often at low speeds and irregular hours.

Outdoor work in varied weather and traffic conditions.

Frequent interaction with drivers, police, authorities, and the public.

Travel across regions or countries depending on transport routes.

Why This Role Matters

The Heavy Goods Vehicle Escort ensures that abnormal-load transports move **safely, legally, and efficiently**. Their vigilance protects infrastructure, road users, and the heavy-haul team making them an indispensable part of the project-cargo and specialized-transport ecosystem.



4.51. Transport Manager (Own Fleet)

Fleet Leadership • Driver Management • Compliance & Safety • Operational Efficiency

Position Summary

The Transport Manager (Own Fleet) is responsible for the strategic and operational management of the company's own fleet of trucks, trailers, and drivers. This role ensures safe, compliant, and cost-efficient transport operations while delivering high quality service to customers. The manager oversees fleet utilization, driver performance, maintenance planning, regulatory compliance, and continuous improvement across all transport activities.

Key Responsibilities

1. Fleet Operations Management

Oversee daily operations of the company's own fleet (FTL, LTL, local, regional, or international).

Ensure optimal vehicle allocation, route planning, and load utilization.

Monitor on-time performance, service reliability, and operational efficiency.

Resolve escalated operational issues quickly and effectively.

2. Driver Leadership & Workforce Management

Lead, coach, and support company drivers, ensuring high morale and performance.

Manage driver schedules, shift planning, and working-time compliance.

Conduct performance reviews, safety briefings, and training sessions.

Support recruitment, onboarding, and retention of qualified drivers.

3. Compliance, Safety & Regulatory Control

Ensure full compliance with transport regulations, driving-hours rules, tachograph laws, and ADR (if applicable).

Maintain accurate driver and vehicle records for audits and inspections.

Conduct safety audits, toolbox talks, and incident investigations.

Promote a strong safety culture across the fleet.

4. Fleet Maintenance & Asset Management

Oversee preventive maintenance schedules, repairs, and inspections.

Coordinate with workshops, service providers, and OEM partners.

Monitor vehicle condition, mileage, fuel usage, and telematics data.



Support fleet renewal planning and investment decisions.

5. Cost Control & Financial Performance

Manage fleet-related budgets, cost drivers, and profitability targets.

Monitor fuel consumption, maintenance costs, and cost per km/load.

Identify opportunities for cost optimization and efficiency improvements.

Support procurement of vehicles, tires, fuel, and fleet services.

6. Customer Service & Stakeholder Coordination

Serve as an escalation point for customer issues related to fleet operations.

Ensure service delivery aligns with customer expectations and contractual commitments.

Collaborate with planning, dispatch, sales, and warehouse teams.

Provide operational insights for tenders, pricing, and customer reviews.

7. Data, Reporting & Continuous Improvement

Use telematics, TMS, and fleet-management systems to monitor performance.

Track KPIs such as on-time delivery, fuel efficiency, and driver behavior.

Lead continuous improvement initiatives across fleet operations.

Standardize best practices and support digitalization projects.

Required Qualifications

Education & Experience

Degree or vocational training in Logistics, Transport Management, or related field.

5–7 years of experience in road-freight operations, including fleet or driver management.

Experience managing a company-owned fleet is strongly preferred.

Technical Skills

Strong understanding of fleet operations, vehicle types, and maintenance processes.

Proficiency with TMS, telematics, and fleet-management systems.

Knowledge of transport regulations, ADR, and compliance frameworks.

Ability to interpret KPIs, operational data, and financial metrics.

Soft Skills

Strong leadership presence with the ability to motivate and guide drivers.



Excellent communication and stakeholder-management abilities.

Calm, decisive, and solution-oriented under pressure.

High attention to detail and operational discipline.

Strategic mindset combined with hands-on execution capability.

Preferred Qualifications

Experience with multi-site or regional fleet operations.

Multilingual abilities (e.g., English, German, French).

Background in lean, Six Sigma, or continuous-improvement methodologies.

Familiarity with sustainability initiatives (eco-driving, CO₂ reporting, alternative fuels).

Key Performance Indicators (KPIs)

On-time delivery performance

Fleet utilization and empty-kilometer reduction

Driver performance and retention

Fuel efficiency and cost per km

Safety and incident rates

Maintenance compliance and vehicle uptime

Customer satisfaction and service reliability

Working Conditions

Office-based with regular presence in the yard, workshop, and on the road.

Fast-paced environment requires rapid decision-making.

Occasionally early, late, or weekend work depending on operational needs.

Regular travel to customer sites, workshops, and operational hubs.

Why This Role Matters

The Transport Manager (Own Fleet) ensures that the company's assets - trucks, trailers, and drivers - operate **safely, efficiently, and profitably**. Their leadership directly shapes operational excellence, customer satisfaction, and the long-term sustainability of the fleet.



4.52. Fleet Manager

Asset Management • Driver Oversight • Compliance & Safety • Operational Efficiency

Position Summary

The Fleet Manager is responsible for the strategic and operational management of the company's fleet of vehicles, ensuring safe, compliant, and cost-effective operations. This role oversees vehicle procurement, maintenance, utilization, driver performance, regulatory compliance, and continuous improvement. The Fleet Manager acts as the central link between operations, maintenance, drivers, suppliers, and senior management to ensure the fleet supports business goals and delivers reliable service.

Key Responsibilities

1. Fleet Operations & Utilization

Oversee day-to-day fleet operations across local, regional, or international routes.

Ensure optimal vehicle allocation, routing efficiency, and load utilization.

Monitor fleet performance, telematics data, and operational KPIs.

Resolve escalated operational issues and support dispatch/planning teams.

2. Vehicle Maintenance & Asset Management

Develop and manage preventive maintenance schedules for all vehicles.

Coordinate repairs, inspections, and servicing with internal workshops or external providers.

Monitor vehicle condition, mileage, fuel usage, and breakdown trends.

Support fleet renewal planning, procurement, and disposal of aging assets.

3. Driver Management & Performance

Lead, coach, and support drivers to ensure high safety and standards of performance.

Manage driver schedules, working-time compliance, and training needs.

Conduct performance reviews, safety briefings, and corrective actions.

Support recruitment, onboarding, and retention of qualified drivers.

4. Compliance, Safety & Regulatory Control

Ensure full compliance with transport regulations, driving-hours rules, tachograph laws, and ADR (if applicable).

Maintain accurate vehicle and driver records for audits and inspections.

Conduct safety audits, toolbox talks, and incident investigations.



Promote a strong safety culture across the fleet and operational teams.

5. Cost Control & Financial Performance

Manage fleet budgets, cost drivers, and operational expenditures.

Monitor fuel consumption, maintenance costs, and cost per km/load.

Identify opportunities for cost optimization and efficiency improvements.

Support procurement of vehicles, tires, fuel, and fleet services.

6. Supplier & Partner Management

Manage relationships with workshops, OEMs, leasing companies, and service providers.

Negotiate contracts, service agreements, and pricing.

Monitor supplier performance and ensure service-level compliance.

Evaluate new technologies, equipment, and sustainability solutions.

7. Data, Reporting & Continuous Improvement

Use telematics, TMS, and fleet-management systems to track performance.

Prepare reports on fleet KPIs, incidents, costs, and utilization.

Lead continuous improvement initiatives across fleet operations.

Support digitalization, automation, and sustainability projects.

8. Cross-Functional Collaboration

Work closely with operations, planning, dispatch, warehouse, customs, and finance teams.

Provide operational insights for tenders, pricing, and customer reviews.

Ensure fleet capabilities align with commercial and operational needs.

Support senior management with strategic fleet planning.

Required Qualifications

Education & Experience

Degree or vocational training in Logistics, Transport Management, Engineering, or related field.

5–7 years of experience in fleet management, transport operations, or maintenance leadership.

Experience managing medium to large fleets is strongly preferred.

Technical Skills



Strong understanding of vehicle types, maintenance processes, and fleet operations.

Proficiency with telematics, TMS, and fleet-management software.

Knowledge of transport regulations, ADR, and compliance frameworks.

Ability to interpret KPIs, operational data, and financial metrics.

Soft Skills

Strong leadership presence with the ability to motivate and guide drivers and technicians.

Excellent communication and stakeholder-management abilities.

Calm, decisive, and solution-oriented under pressure.

High attention to detail and operational discipline.

Strategic mindset combined with hands-on execution capability.

Preferred Qualifications

Experience with sustainability initiatives (eco-driving, CO₂ reporting, alternative fuels).

Multilingual abilities (e.g., English, German, French).

Background in lean, Six Sigma, or continuous-improvement methodologies.

Experience with multi-site or regional fleet operations.

Key Performance Indicators (KPIs)

Fleet utilization and vehicle uptime

On-time delivery performance

Driver performance and retention

Fuel efficiency and cost per km

Safety and incident rates

Maintenance compliance and repair turnaround time

Total cost of ownership (TCO) and budget adherence

Working Conditions

Office-based with regular presence in the yard, workshop, and on the road.

Fast-paced environment requires rapid decision-making.

Occasionally early, late, or weekend work depending on operational needs.

Regular travel to workshops, suppliers, and operational hubs.



Why This Role Matters

The Fleet Manager ensures that the company's vehicles and drivers operate **safely, efficiently, and profitably**. Their leadership directly shapes operational excellence, customer satisfaction, and the long-term sustainability of the fleet making them a critical pillar of the transport organization.



4.53. Transport Manager – International

Role Overview

The Transport Manager – International oversees the planning, execution, and optimization of cross-border transport operations across road, sea, air, and multimodal networks. This role ensures legal compliance, operational efficiency, cost control, and service excellence while coordinating with carriers, authorities, customers, and internal stakeholders. The position requires strategic leadership combined with hands-on operational mastery.

Key Objectives

Guarantee safe, compliant, and efficient international transport operations.

Optimize routing, capacity, cost structures, and carrier performance.

Ensure seamless coordination across borders, modes, and regulatory environments.

Lead teams with clarity, accountability, and operational discipline.

Strengthen customer satisfaction through reliable, transparent, and proactive service.

Core Responsibilities

Operational Management

Oversee daily international transport activities (road, sea, air, multimodal).

Plan and optimize routes, loads, schedules, and capacity utilization.

Manage cross-border documentation, customs requirements, and transit procedures.

Ensure on time delivery performance and rapid resolution of disruptions.

Coordinate with warehouses, hubs, carriers, and customs brokers.

Compliance & Regulatory Oversight

Ensure full compliance with:

International road transport regulations (ADR, AETR, EU Mobility Package).

Customs and trade compliance (Incoterms, export controls, transit regimes).

Safety, security, and environmental standards.

Maintain accurate transport documentation and audit-ready records.

Monitor regulatory changes and implement required operational adjustments.

Performance, Cost & Carrier Management

Manage transport budgets, cost forecasts, and financial KPIs.



Negotiate rates, contracts, and service agreements with carriers and partners.

Conduct carrier performance reviews (OTIF, claims, communication, capacity).

Implement continuous improvement initiatives to reduce costs and increase efficiency.

Stakeholder & Customer Coordination

Serve as the primary point of contact for international transport matters.

Provide customers with proactive updates, performance reporting, and solutions.

Collaborate with Sales, Customer Service, Procurement, and Operations teams.

Manage escalations and lead root-cause analysis for service failures.

Leadership & Team Development

Lead, mentor, and develop transport planners, dispatchers, and coordinators.

Establish clear SOPs, work instructions, and operational standards.

Foster a culture of safety, accountability, and continuous improvement.

Ensure training on compliance, systems, and operational excellence.

Digital Systems & Process Excellence

Oversee TMS/WMS/ERP utilization and data accuracy.

Drive digital transformation initiatives (automation, telematics, visibility tools).

Analyze transport data to identify trends, risks, and optimization opportunities.

Ensure cybersecurity and data integrity in transport operations.

Required Qualifications & Experience

Education

Degree in Logistics, Supply Chain Management, Transport Management, or equivalent.

Additional certifications (e.g., CPC, ADR, IATA, FIATA) are advantageous.

Professional Experience

5–10+ years in international transport management or similar roles.

Proven experience with cross-border operations and multimodal networks.

Strong background in compliance, customs, and regulatory frameworks.

Demonstrated success in leading teams and managing carriers.

Technical Skills

Expertise in TMS, WMS, ERP, and digital visibility platforms.



Strong analytical and problem-solving capabilities.

Knowledge of Incoterms, customs procedures, and international trade rules.

Solid understanding of fleet operations, capacity planning, and cost modelling.

Languages

Fluent in English; additional European languages are a strong asset.

Key Competencies

Competency	Description
Strategic Thinking	Ability to balance long-term planning with daily operational realities.
Operational Discipline	Ensures accuracy, compliance, and consistency in all processes.
Leadership	Build strong teams and drives accountability.
Communication	Clear, diplomatic, and effective across cultures and functions.
Crisis Management	Calm, structured, and decisive under pressure.
Customer Orientation	Anticipates needs and delivers reliable, transparent service.
Continuous Improvement	Identifies inefficiencies and implements sustainable solutions.

KPIs & Success Measures

On-Time Delivery (OTD/OTIF)

Transport cost per shipment / per lane

Carrier performance scorecards

Compliance audit results

Claims ratio and damage rate

Customer satisfaction and service reliability

Team performance and retention

Digitalization and process improvement milestones

Working Conditions

Fast-paced, international environment.



Regular coordination across time zones.

Occasional travel to carriers, hubs, customers, and authorities.

High responsibility for safety, compliance, and service continuity.



4.54. Technical Product Specialist – Road Freight

Role Overview

The Technical Product Specialist – Road Freight acts as the bridge between operational road-transport teams, customers, and product/technology functions. This role ensures that digital tools, transport solutions, and technical processes are correctly implemented, optimized, and continuously improved. It combines deep road-freight expertise with strong analytical, technical, and customer-facing capabilities.

The Specialist supports product development, deployment, troubleshooting, and training across TMS platforms, telematics, visibility tools, automation solutions, and operational workflows.

Core Mission

Strengthen the performance and adoption of road-freight digital products and operational solutions.

Translate operational needs into product requirements and technical specifications.

Ensure seamless integration between systems, processes, and real-world transport operations.

Support customers and internal teams with expert guidance, troubleshooting, and optimization.

Key Responsibilities

Product Expertise & Technical Support

Serve as the subject-matter expert for road-freight digital products (TMS, telematics, visibility platforms, planning tools).

Provide second-level support for technical issues, system behaviour, and process deviations.

Conduct root-cause analysis and coordinate fixes with IT, product teams, and vendors.

Test new features, releases, and integrations before deployment.

Operational Integration & Process Excellence

Analyse road-freight workflows (dispatching, planning, fleet management, documentation).

Ensure digital tools align with operational realities and regulatory requirements.

Develop and maintain SOPs, user guides, and process documentation.

Identify inefficiencies and propose automation or optimization opportunities.



Stakeholder & Customer Engagement

Act as the technical liaison between operations, customers, and product teams.

Support customer onboarding, system configuration, and technical training.

Participate in customer meetings to explain product capabilities and resolve issues.

Gather customer feedback and translate it into actionable product improvements.

Data, Reporting & Performance Monitoring

Monitor system performance, data quality, and user adoption.

Analyse transport KPIs (OTIF, utilisation, dwell time, empty km, cost drivers).

Provide insights to improve planning accuracy, fleet efficiency, and service reliability.

Support dashboards, reporting tools, and data-driven decision making.

Product Development & Innovation

Contribute to product roadmaps with operational and technical insights.

Validate prototypes, workflows, and UX designs from a road-freight perspective.

Support pilot projects, proof-of-concepts, and digital transformation initiatives.

Ensure compliance with safety, ADR, tachograph, and mobility-package requirements in product design.

Required Qualifications & Experience

Education

Degree in Logistics, Supply Chain, Transport Management, Engineering, or IT.

Additional certifications (CPC, ADR awareness, Lean/Six Sigma) are beneficial.

Professional Experience

3–7+ years in road-freight operations, dispatching, fleet management, or transport planning.

Experience with TMS systems, telematics, EDI/API integrations, or digital freight tools.

Proven ability to translate operational needs into technical requirements.

Technical Skills

Strong understanding of road-freight processes, compliance, and cost structures.

Proficiency with:

TMS/WMS/ERP systems



Telematics and GPS tracking

EDI/API workflows

Visibility platforms

Data analysis tools (Excel, BI dashboards)

Ability to troubleshoot system issues and interpret technical documentation.

Languages

Fluent in English; additional European languages are an asset.

Key Competencies

Competency	Description
Analytical Thinking	Quickly identifies root causes and system/process gaps.
Technical Curiosity	Passion for digital tools, automation, and continuous improvement.
Operational Insight	Deep understanding of road-freight realities and constraints.
Communication	Able to translate complex technical topics into clear operational language.
Customer Orientation	Build trust through expertise, responsiveness, and transparency.
Collaboration	Works effectively with IT, products, operations, and customers.
Adaptability	Thrives in fast-changing digital and operational environments.

KPIs & Success Measures

System adoption rate and user satisfaction

Reduction in manual work and process deviations

Data quality and accuracy (tracking, documentation, planning)

Resolution time for technical issues

Contribution to product improvements and roadmap execution

Customer onboarding success and feedback

Operational performance improvements enabled by digital tools

Working Conditions

Hybrid environment combining office, remote, and occasional site visits.



Regular interaction with dispatchers, planners, drivers, IT teams, and customers.

Occasional travel for training, onboarding, or product rollouts.

4.55. Transport Manager / Disponent (Road Freight)

Role Overview

The Transport Manager / Disponent is responsible for the daily planning, coordination, and optimisation of road-freight operations. This role ensures that vehicles, drivers, and shipments are managed efficiently, safely, and in full compliance with legal and customer requirements. It combines hands-on dispatching with operational leadership, customer communication, and continuous improvement.

Core Mission

Guarantee efficient and compliant transport planning.

Ensure high service quality and on-time performance.

Optimise fleet utilisation, routing, and cost structures.

Maintain strong communication with drivers, customers, and partners.

Support operational excellence through discipline, accuracy, and proactive problem-solving.

Key Responsibilities

Transport Planning & Dispatching

Plan and assign daily routes, loads, and schedules for company fleet or subcontractors.

Monitor transport execution in real time and adjust plans as needed.

Ensure optimal utilisation of vehicles, drivers, and capacity.

Manage time-critical shipments, special requirements, and last-minute changes.

Coordinate loading/unloading slots, warehouse interfaces, and customer appointments.

Driver & Fleet Coordination

Serve as the primary operational contact for drivers.

Provide clear instructions, documentation, and updates.

Monitor driving/rest times (AETR), tachograph compliance, and legal constraints.

Support drivers in case of incidents, delays, or operational challenges.

Ensure vehicle availability, maintenance scheduling, and equipment readiness.



Customer & Partner Communication

Maintain proactive communication with customers regarding status, delays, and solutions.

Coordinate with carriers, subcontractors, and logistics partners.

Handle escalations professionally and provide transparent updates.

Ensure customer requirements (loading rules, packaging, ADR, temperature control) are respected.

Compliance & Documentation

Ensure all transport complies with:

EU Mobility Package

ADR regulations (if applicable)

Driving/rest time rules

National and international road-transport laws

Prepare and verify transport documents (CMR, delivery notes, permits).

Maintain accurate records for audits and internal reporting.

Operational Performance & Cost Control

Monitor KPIs such as:

On-time delivery

Empty kilometres

Fuel consumption

Fleet utilization

Claims and damages

Identify inefficiencies and propose improvements.

Support cost control through smart planning and subcontractor management.

Digital Tools & Systems

Use TMS, telematics, and planning tools to manage operations.

Ensure data accuracy (status updates, PODs, driver inputs).

Support digitalization initiatives and process optimization.

Analyse operational data to improve planning quality and predictability.



Required Qualifications & Experience

Education

Degree or vocational training in Transport, Logistics, Supply Chain, or related fields.

Additional certifications (CPC, ADR awareness, dispatcher training) are beneficial.

Professional Experience

2–5+ years in dispatching, transport planning, or fleet coordination.

Experience in national and/or international road-freight operations.

Familiarity with subcontractor management and customer communication.

Technical Skills

Strong command of TMS systems, telematics, and planning tools.

Solid understanding of road-freight processes, cost drivers, and legal frameworks.

Ability to interpret tachograph data and compliance requirements.

Proficiency with Excel and operational reporting tools.

Languages

Fluent in English and/or German; additional languages (FR, NL, PL, RO) are an asset depending on driver base.

Key Competencies

Competency	Description
Operational Discipline	Ensures accuracy, compliance, and consistency in planning.
Communication	Clear, respectful, and effective with drivers, customers, and partners.
Problem-Solving	Handles disruptions calmly and finds practical solutions.
Multitasking	Manages multiple transport, calls, and priorities simultaneously.
Customer Orientation	Build trust through transparency and reliability.
Team Collaboration	Works closely with warehouse, fleet, and customer service teams.



Competency	Description
Stress Resilience	Perform well under time pressure and operational peaks.

KPIs & Success Measures

On-time delivery (OTD/OTIF)

Empty km reduction

Fleet utilization rate

Driver satisfaction and communication quality

Claims/damage ratio

Customer feedback and service reliability

Data accuracy in TMS/telematics

Compliance audit results

Working Conditions

Fast-paced operational environment.

Shift or rotating schedules may apply depending on business model.

Regular interaction with drivers, customers, and internal teams.

Occasional on-site presence at depots, hubs, or customer locations.



4.56. Shunter (Yard Driver / Yard Marshal)

Role Overview

The Shunter is responsible for the safe, efficient, and timely movement of trailers, swap bodies, containers, and vehicles within yards, depots, terminals, and cross-dock facilities. This role ensures smooth yard flow, supports loading and unloading operations, and maintains strict compliance with safety and operational procedures. The Shunter is a critical link between warehouse, transport planning, and fleet operations.

Core Mission

Ensure safe and precise manoeuvring of trailers and equipment on site.

Maintain continuous yard flow to support loading/unloading schedules.

Prevent accidents, delays, and operational bottlenecks.

Uphold the highest safety, compliance, and communication standards.

Key Responsibilities

Trailer & Vehicle Movements

Move trailers, containers, and swap bodies between docks, parking areas, and staging zones.

Position units accurately at loading bays according to warehouse instructions.

Couple and uncouple trailers safely and efficiently.

Support inbound/outbound flow by preparing units for departure.

Yard Coordination & Flow Management

Maintain an organised and efficient yard layout.

Communicate with warehouse teams, dispatchers, and drivers to prioritize movements.

Monitor yard congestion and proactively prevent bottlenecks.

Ensure correct placement of temperature-controlled, ADR, or priority loads.

Equipment Handling & Checks

Perform basic pre-use checks on shunting vehicles (yard tractors, terminal tractors, tugs).

Report defects, damage, or safety concerns immediately.

Ensure trailers are road-ready (lights, tyres, seals, doors, landing legs).

Support simple tasks such as opening/closing trailer doors or securing equipment.



Safety, Compliance & Procedures

Follow all site safety rules, speed limits, and traffic flows.

Ensure compliance with:

Yard safety protocols

ADR segregation rules (if applicable)

PPE requirements

Vehicle movement procedures

Participate in toolbox talks, safety briefings, and incident reporting.

Communication & Coordination

Maintain clear communication with:

Warehouse supervisors

Transport planners / dispatchers

Gatehouse staff

Drivers and subcontractors

Use radios, handheld devices, or TMS yard modules to receive tasks and updates.

Documentation & System Use

Update trailer movements in yard management systems (if applicable).

Record trailer numbers, bay assignments, and status changes.

Support gatehouse with trailer identification and yard inventory checks.

Required Qualifications & Experience

Education

No formal degree required; vocational training in logistics or transport is beneficial.

Professional Experience

Experience in shunting, yard driving, or depot operations preferred.

Background in warehouse, cross-dock, or transport environments is an advantage.

Technical Skills

Ability to manoeuvre trailers safely in tight spaces.

Familiarity with yard tractors, terminal tractors, or similar equipment.

Basic understanding of trailer types (curtain, box, reefer, container chassis).



Ability to use handheld devices, scanners, or yard management tools.

Languages

Basic communication skills in English or the site's operational language.

Key Competencies

Competency	Description
Safety Awareness	Prioritises safety in every movement and decision.
Precision & Control	Manoeuvres equipment accurately and confidently.
Communication	Keeps all stakeholders informed and aligned.
Situational Awareness	Reads the yard environment and anticipates risks.
Reliability	Consistent, punctual, and dependable in all tasks.
Teamwork	Works smoothly with warehouse, transport, and gatehouse teams.

KPIs & Success Measures

Zero accidents or near-misses

Trailer positioning accuracy

Yard flow efficiency

On-time dock availability

Equipment condition and reporting quality

Communication responsiveness

Working Conditions

Outdoor and indoor yard environments, all weather conditions.

Shift work, including nights or weekends depending on operations.

Frequent vehicle entry/exit, walking, and manual tasks.

High-responsibility environment with strict safety expectations.



4.57. Silo Truck Driver (Bulk Transport)

Role Overview

The Silo Truck Driver is responsible for the safe, compliant, and efficient transport of bulk materials using silo trailers (pneumatic, vacuum, tipping, or non-tipping). This role requires technical skill, attention to detail, and strict adherence to safety, hygiene, and product-handling procedures. The driver represents the company at customer sites and ensures reliable, damage-free deliveries.

Core Mission

Transport bulk materials safely and on time.

Operate silo equipment (compressors, hoses, valves) with precision.

Maintain product integrity through correct loading, unloading, and cleaning procedures.

Uphold the highest standards of safety, compliance, and customer service.

Key Responsibilities

Transport Execution

Drive silo trucks on national and international routes.

Ensure safe operation of vehicle and trailer under all conditions.

Follow assigned routes, schedules, and customer requirements.

Perform secure parking, manoeuvring, and site-specific safety procedures.

Loading & Unloading Operations

Operate silo systems including:

Compressors

Hoses and couplings

Valves and pressure controls

Filters and safety devices

Conduct loading/unloading at silos, tanks, or pneumatic systems.

Monitor pressure, flow, and product behaviour during discharge.

Prevent contamination, product loss, or equipment damage.

Hygiene, Cleaning & Product Integrity

Follow strict cleaning procedures (food-grade, chemical, or technical).

Ensure trailers are properly washed, dried, and certified before loading.



Maintain cleanliness of hoses, fittings, and equipment.

Verify cleanliness certificates (EFTCO, CIP, wash tickets).

Compliance & Safety

Comply with:

ADR (if applicable)

Driving/rest time regulations (AETR)

EU Mobility Package

Site-specific safety rules

PPE requirements

Conduct pre-trip and post-trip inspections.

Report defects, incidents, or near-misses immediately.

Ensure correct use of pressure equipment and avoid over-pressurisation.

Documentation & Communication

Complete CMR, delivery notes, wash certificates, and digital records.

Communicate with dispatchers, planners, and customers.

Provide accurate status updates and report delays or issues.

Maintain professional behaviour at all customer sites.

Vehicle & Equipment Care

Perform basic maintenance checks (tyres, lights, hoses, seals).

Monitor compressor oil levels, filters, and performance.

Ensure equipment is stored correctly and safely.

Support workshop with defect reporting and follow-up.

Required Qualifications & Experience

Education & Licences

Valid CE driving licence.

Valid Driver Qualification Card (CPC).

ADR certificate (if transporting hazardous bulk).

Tanker endorsement (depending on country).

Professional Experience



Experience with silo transport, bulk materials, or tanker operations preferred.

Background in pneumatic unloading or technical equipment handling is an advantage.

Technical Skills

Ability to operate compressors, valves, and pneumatic systems.

Understanding of pressure, flow, and product behaviour.

Familiarity with silo trailer types (pneumatic, tipping, non-tipping).

Ability to troubleshoot basic equipment issues.

Languages

Basic communication in English or the operational language of the region.

Key Competencies

Competency	Description
Safety Focus	Prioritises safe handling of pressure equipment and vehicle operation.
Technical Precision	Confident with hoses, valves, compressors, and unloading systems.
Reliability	Delivers on time and maintains high service standards.
Cleanliness & Discipline	Ensures hygiene and avoids contamination.
Problem-Solving	Handles unloading challenges calmly and effectively.
Customer Interaction	Professional and respectful at all sites.

KPIs & Success Measures

On-time delivery performance

Zero contamination incidents

Zero safety incidents or over-pressurisation events

Equipment condition and reporting quality

Customer satisfaction

Compliance with cleaning and documentation standards

Working Conditions

National and international routes depending on assignment.



Work includes loading/unloading at industrial sites, silos, and terminals.

Exposure to weather, dust, noise, and industrial environments.

Physical tasks: hose handling, climbing ladders, connecting equipment.

4.58. Vehicle Reconditioner

Role Overview

The Vehicle Reconditioner is responsible for preparing vehicles to a high operational and aesthetic standard before they are returned to service, delivered to customers, or released for sale. This role ensures that each vehicle is clean, safe, mechanically sound, and compliant with company and regulatory requirements. It combines hands-on technical work with quality control, documentation, and coordination with workshop and fleet teams.

Core Mission

Restore vehicles to optimal condition through cleaning, inspection, and minor repairs.

Ensure safety, compliance, and presentation standards are consistently met.

Support fleet readiness by preparing vehicles quickly and accurately.

Maintain a clean, organised, and efficient working environment.

Key Responsibilities

Cleaning & Cosmetic Reconditioning

Perform interior and exterior cleaning, including:

Vacuuming, upholstery cleaning, stain removal

Dashboard, console, and surface detailing

Exterior washing, polishing, and waxing

Window cleaning and minor cosmetic touch-ups

Remove stickers, decals, and residue when required.

Technical & Mechanical Preparation

Conduct basic vehicle checks:

Tyres, lights, fluids, battery, wipers

Warning lights and dashboard indicators

Minor cosmetic or functional defects

Replace consumables (wipers, bulbs, fluids) as authorised.



Report mechanical issues to workshop technicians.

Inspection & Quality Control

Perform pre-delivery and post-return inspections.

Document vehicle condition using checklists or digital tools.

Identify damage, wear, or missing equipment.

Ensure vehicles meet company standards before release.

Vehicle Movement & Coordination

Move vehicles safely around the yard, workshop, or customer areas.

Support fleet logistics by positioning vehicles for maintenance or dispatch.

Coordinate with workshop, fleet managers, and rental/operations teams.

Equipment & Workplace Care

Maintain cleaning tools, chemicals, and equipment.

Keep work areas clean, safe, and compliant with environmental rules.

Follow proper waste disposal procedures (oils, chemicals, filters).

Safety & Compliance

Follow all safety procedures, PPE requirements, and site rules.

Comply with environmental, chemical handling, and waste regulations.

Report incidents, hazards, or near-misses promptly.

Required Qualifications & Experience

Education

No formal degree required; vocational training in automotive or logistics is beneficial.

Professional Experience

Experience in vehicle preparation, detailing, workshop assistance, or fleet operations preferred.

Background in rental, dealership, or logistics environments is an advantage.

Technical Skills

Basic understanding of vehicle systems and common defects.

Ability to use cleaning tools, chemicals, and detailing equipment.

Competence in moving vehicles safely (manual and automatic).



Familiarity with inspection checklists or digital fleet tools.

Languages

Basic communication in English or the site's operational language.

Key Competencies

Competency	Description
Attention to Detail	Ensures vehicles are spotless, safe, and fully prepared.
Quality Orientation	Maintains high standards in every task.
Reliability	Consistent, punctual, and dependable.
Technical Awareness	Understands basic vehicle functions and defects.
Efficiency	Works quickly without compromising quality.
Teamwork	Collaborates with workshop, fleet, and operations teams.

KPIs & Success Measures

Vehicle turnaround time

Quality inspection scores

Customer satisfaction (internal or external)

Reduction in rework or missed defects

Cleanliness and presentation standards

Compliance with safety and environmental rules

Working Conditions

Workshop, yard, or fleet-prep environment.

Exposure to cleaning chemicals, noise, and outdoor conditions.

Physical tasks: lifting, bending, standing, and repetitive movements.

Shift work may apply depending on operational needs.



4.59. Senior Transport Specialist

Role Overview

The Senior Transport Specialist is a high-level operational and analytical expert responsible for optimising transport performance, ensuring regulatory compliance, and supporting strategic decision-making across national and international road-freight operations. This role bridges daily execution with long-term improvement, acting as a trusted advisor to management, planners, and customers. It requires deep industry knowledge, strong problem-solving skills, and the ability to lead complex transport initiatives.

Core Mission

Drive operational excellence across transport planning, execution, and performance.

Ensure full compliance with legal, safety, and customer requirements.

Analyse transport data to identify trends, risks, and optimisation opportunities.

Support strategic projects, carrier management, and continuous improvement.

Act as a senior point of escalation for operational challenges.

Key Responsibilities

Operational Expertise & Support

Provide advanced support to dispatchers, planners, and fleet teams on complex transport cases.

Oversee critical or high-value shipments, ensuring flawless execution.

Coordinate cross-border operations, customs requirements, and multimodal interfaces.

Lead root-cause analysis for service failures and implement corrective actions.

Performance Analysis & Optimisation

Analyse transport KPIs (OTIF, empty km, utilisation, dwell time, cost drivers).

Identify inefficiencies and propose data-driven improvements.

Support network optimisation, lane analysis, and capacity planning.

Develop and maintain dashboards, reports, and performance reviews.

Compliance & Regulatory Leadership

Ensure adherence to:

EU Mobility Package

Driving/rest time regulations (AETR)



ADR (if applicable)

National and international road-transport laws

Conduct internal audits and support external compliance checks.

Train teams on regulatory changes and best practices.

Carrier, Customer & Stakeholder Management

Act as a senior operational contact for key customers and carriers.

Support contract negotiations with operational insights and cost modelling.

Evaluate carrier performance and participate in quarterly business reviews.

Manage escalations with professionalism and solution-oriented communication.

Process Excellence & Continuous Improvement

Lead or support Lean/Six Sigma initiatives to streamline workflows.

Standardise SOPs, work instructions, and operational guidelines.

Drive digitalisation efforts (TMS enhancements, telematics, automation).

Support onboarding of new tools, carriers, and operational processes.

Technical & System Expertise

Serve as a super-user for TMS, telematics, and planning tools.

Ensure data accuracy and system integrity.

Support integration projects (EDI/API) with IT and product teams.

Train colleagues on system functionalities and best practices.

Mentoring & Knowledge Transfer

Coach junior planners, dispatchers, and coordinators.

Provide operational training, troubleshooting guidance, and best-practice sharing.

Support succession planning and capability development within the team.

Required Qualifications & Experience

Education

Degree in Logistics, Supply Chain, Transport Management, or related field.

Additional certifications (CPC, ADR, Lean/Six Sigma, project management) are advantageous.

Professional Experience



5–10+ years in road-freight operations, planning, or transport management.

Proven experience handling complex transport scenarios and cross-border operations.

Strong background in compliance, performance analysis, and process optimisation.

Technical Skills

Advanced knowledge of TMS, telematics, and digital planning tools.

Strong analytical skills with proficiency in Excel, BI tools, or data platforms.

Understanding of cost structures, rate models, and carrier economics.

Familiarity with EDI/API integrations and digital workflows.

Languages

Fluent in English; additional European languages are a strong asset.

Key Competencies

Competency	Description
Strategic Thinking	Balances daily operations with long-term optimisation.
Analytical Insight	Translates data into actionable improvements.
Operational Mastery	Deep understanding of road-freight processes and constraints.
Leadership	Guides teams, mentors' colleagues, and drives accountability.
Communication	Clear, structured, and effective with all stakeholders.
Crisis Management	Handles disruptions calmly and decisively.
Continuous Improvement	Constantly seeks better, safer, more efficient solutions.

KPIs & Success Measures

OTIF and service reliability

Reduction in empty km and cost per shipment

Carrier performance and contract compliance

Data quality and system utilisation

Audit results and regulatory compliance

Improvement project outcomes



Team capability development

Working Conditions

Fast-paced operational environment with cross-functional collaboration.

Occasional travel to carriers, hubs, customers, or authorities.

Hybrid work possible depending on company policy.



4.60. Furniture Transport Worker

Role Overview

The Furniture Transport Worker is responsible for the safe handling, loading, transport, and delivery of furniture and related goods to private households, commercial sites, or retail locations. The role combines physical strength, customer service, technical assembly skills, and strict adherence to safety and quality standards. It is a frontline position that directly shapes the customer experience.

Core Mission

Deliver furniture safely, damage-free, and on time.

Provide professional on-site service, including assembly and installation.

Ensure careful handling, secure loading, and compliant transport.

Represent the company with courtesy, reliability, and professionalism.

Key Responsibilities

Transport & Delivery

Load and unload furniture from trucks or vans using safe lifting techniques.

Deliver goods to homes, offices, or commercial sites.

Navigate stairs, narrow spaces, and challenging environments with care.

Ensure all items are delivered in perfect condition.

Assembly & Installation

Assemble furniture on-site according to manufacturer instructions.

Use hand tools and power tools safely and correctly.

Install items such as wardrobes, beds, desks, shelving, or modular systems.

Verify stability, alignment, and functionality after assembly.

Handling, Protection & Packaging

Apply protective materials (blankets, straps, corner guards) to prevent damage.

Secure loads inside the vehicle using straps, rails, and load-securing systems.

Inspect packaging for damage and report discrepancies.

Handle fragile or high-value items with extra care.

Customer Interaction & Service

Communicate politely and professionally with customers.



Confirm delivery locations, access routes, and special requirements.

Provide basic product explanations when needed.

Manage customer signatures, digital confirmations, and documentation.

Site Care & Cleanliness

Leave delivery sites clean and free of packaging materials.

Remove and sort waste (cardboard, plastic, wood) according to company rules.

Maintain a clean and organised vehicle interior.

Safety & Compliance

Follow manual-handling guidelines and ergonomic lifting techniques.

Comply with road-safety rules and company driving standards.

Use PPE when required (gloves, safety shoes, etc.).

Report incidents, near-misses, or property damage immediately.

Vehicle & Equipment Care

Assist with basic vehicle checks (tyres, lights, cleanliness).

Ensure tools and equipment are maintained and stored properly.

Report defects or maintenance needs promptly.

Required Qualifications & Experience

Education

No formal degree required; vocational training in logistics or carpentry is an advantage.

Professional Experience

Experience in furniture delivery, moving services, or logistics preferred.

Background in carpentry, assembly, or technical installation is beneficial.

Technical Skills

Ability to assemble furniture using hand and power tools.

Knowledge of load-securing techniques.

Physical strength and stamina for lifting heavy items.

Basic understanding of vehicle loading and route planning.

Languages



Basic communication skills in the operational language (e.g., English, German, French).

Key Competencies

Competency	Description
Physical Strength & Endurance	Handles heavy items safely and efficiently.
Customer Service	Polite, respectful, and solution-oriented.
Attention to Detail	Ensures items are assembled and delivered flawlessly.
Teamwork	Works smoothly with drivers, helpers, and planners.
Problem-Solving	Manages access challenges and unexpected situations.
Reliability	Punctual, consistent, and trustworthy.

KPIs & Success Measures

Damage-free delivery rate

On-time delivery performance

Customer satisfaction scores

Assembly quality and accuracy

Safety compliance and incident rate

Vehicle and equipment care

Working Conditions

Physical, hands-on work involving lifting, carrying, and assembly.

Indoor and outdoor environments, including private homes and commercial sites.

Possible early starts, weekend work, or shift patterns depending on operations.

Frequent travel within regional or national delivery zones.



4.61. Road Freight Forwarder

Role Overview

The Road Freight Forwarder is responsible for organising, coordinating, and monitoring domestic and international road-freight shipments. This role ensures that customer requirements are met efficiently, cost-effectively, and in full compliance with legal and operational standards. It combines planning, communication, documentation, and problem-solving to deliver reliable transport solutions.

Core Mission

Plan and execute road-freight shipments from booking to delivery

Ensure service reliability, cost control, and customer satisfaction

Maintain full compliance with transport regulations and documentation standards

Coordinate with carriers, customers, and internal teams to ensure seamless operations

Key Responsibilities

Transport Planning & Coordination

Organise national and international road-freight shipments (FTL, LTL, groupage).

Select appropriate carriers based on cost, service level, and availability.

Plan routes, transit times, and loading schedules.

Monitor shipments proactively and resolve disruptions quickly.

Customer Service & Communication

Serve as the main point of contact for customers regarding bookings, updates, and issues.

Provide accurate quotations, transit times, and service options.

Manage customer expectations through transparent communication.

Handle complaints, claims, and service escalations professionally.

Carrier & Partner Management

Coordinate with carriers, subcontractors, and logistics partners.

Negotiate rates and capacity for regular and spot shipments.

Evaluate carrier performance (OTIF, communication, claims).

Maintain strong relationships with key partners.

Documentation & Compliance



Prepare and verify transport documents (CMR, delivery notes, permits).

Ensure compliance with:

EU Mobility Package

Driving/rest time regulations

ADR (if applicable)

Customs and cross-border requirements

Maintain accurate records for audits and internal reporting.



Operational Performance & Cost Control

Monitor transport KPIs (OTIF, cost per shipment, utilisation).

Optimise loads to reduce empty kilometres and improve profitability.

Support invoicing, cost control, and margin analysis.

Identify inefficiencies and propose improvement measures.



Systems & Digital Tools

Use TMS, ERP, and visibility platforms to manage shipments.

Ensure data accuracy (status updates, PODs, carrier inputs).

Support digitalisation initiatives and process optimisation.

Analyse operational data to improve planning and service quality.

Required Qualifications & Experience



Education

Degree or vocational training in Transport, Logistics, Supply Chain, or related fields.



Professional Experience

2–5+ years in road-freight forwarding, dispatching, or transport planning.

Experience with international shipments, groupage networks, or carrier management.



Technical Skills

Strong understanding of road-freight processes, Incoterms, and cost structures.

Proficiency with TMS systems, telematics, and digital planning tools.

Ability to interpret transport regulations and documentation.

Solid Excel and reporting skills.



Languages



Fluent in English; additional European languages (DE/FR/NL/PL/RO) are an asset.

Key Competencies

Competency	Description
Operational Discipline	Ensures accuracy and consistency in planning and documentation.
Communication	Clear, professional, and customer-focused.
Problem-Solving	Handles disruptions calmly and finds practical solutions.
Negotiation	Balances cost, service, and capacity effectively.
Multitasking	Manages multiple shipments and priorities simultaneously.
Team Collaboration	Works closely with sales, warehouse, and carrier teams.

KPIs & Success Measures

On-time delivery (OTIF)

Transport cost per shipment

Customer satisfaction and retention

Carrier performance

Data accuracy in TMS

Claims ratio and damage rate

Margin and profitability per lane/customer

Working Conditions

Office or hybrid environment depending on company policy.

Fast-paced operational setting with frequent communication.

Occasional travel to carriers, customers, or hubs.



4.62. Road Freight Executive

Role Overview

The Road Freight Executive is a senior commercial and operational specialist responsible for developing, managing, and expanding road-freight business activities. This role combines strategic account management, operational oversight, carrier development, and financial performance management. It requires strong market knowledge, customer-facing confidence, and the ability to translate commercial opportunities into operationally viable solutions.

The Road Freight Executive acts as a key driver of growth, profitability, and service excellence within the road-freight division.

Core Mission

Grow and manage road-freight business across key markets and customer segments

Strengthen operational performance and ensure high service reliability

Build strong relationships with customers, carriers, and internal stakeholders

Drive profitability through smart pricing, cost control, and network optimisation

Support strategic development of products, lanes, and service offerings

Key Responsibilities

Commercial Development & Sales Support

Identify new business opportunities in FTL, LTL, groupage, and specialised transport.

Develop tailored transport solutions for customers based on operational capabilities.

Prepare and negotiate quotations, tenders, and long-term contracts.

Conduct customer visits, presentations, and quarterly business reviews.

Collaborate with Sales teams to convert leads into profitable business.

Customer Relationship Management

Serve as a senior point of contact for key accounts.

Ensure customer satisfaction through proactive communication and issue resolution.

Analyse customer needs and propose service improvements or new offerings.

Manage escalations and coordinate corrective actions with operations.

Operational Coordination & Performance Oversight

Work closely with planners, dispatchers, and hubs to ensure service quality.



Monitor operational KPIs (OTIF, utilisation, empty km, claims).

Support the optimisation of routes, capacity, and carrier allocation.

Ensure operational feasibility of commercial commitments.

Carrier & Partner Management

Develop and maintain strong relationships with carriers and subcontractors.

Negotiate rates, capacity agreements, and service levels.

Evaluate carrier performance and support improvement initiatives.

Identify new partners to strengthen network resilience and flexibility.

Financial & Profitability Management

Analyse lane profitability, cost structures, and margin performance.

Support budgeting, forecasting, and financial reporting.

Identify cost-saving opportunities and efficiency improvements.

Ensure pricing strategies align with market conditions and company targets.

Process Excellence & Continuous Improvement

Contribute to the development of SOPs, workflows, and best practices.

Support digitalisation initiatives (TMS enhancements, automation, visibility tools).

Lead or participate in improvement projects across operations and customer service.

Ensure compliance with transport regulations and internal standards.

Required Qualifications & Experience

Education

Degree in Logistics, Supply Chain, Business Administration, or related field.

Professional Experience

5–10+ years in road-freight forwarding, transport management, or commercial logistics roles.

Proven experience in customer management, pricing, and operational coordination.

Strong understanding of European road-freight markets, networks, and regulations.

Technical Skills

Proficiency with TMS, ERP, and digital visibility platforms.

Strong analytical skills with Excel, BI tools, or financial modelling.



Knowledge of Incoterms, ADR (if applicable), and cross-border requirements.

Ability to interpret operational KPIs and translate them into actions.

Languages

Fluent in English; additional European languages (DE/FR/NL/PL/RO) are a strong asset.

Key Competencies

Competency	Description
Commercial Acumen	Understands pricing, margins, and market dynamics.
Strategic Thinking	Aligns customer needs with long-term business goals.
Operational Insight	Knows the realities of road-freight execution.
Negotiation Skills	Balances cost, service, and partnership value.
Communication	Clear, confident, and customer-focused.
Problem-Solving	Handles escalations and disruptions with composure.
Collaboration	Works effectively across sales, operations, and finance.

KPIs & Success Measures

Revenue and margin growth

Customer retention and satisfaction

Carrier performance and cost efficiency

Lane profitability and utilisation

Tender win rate

Operational reliability (OTIF, claims)

Contribution to improvement projects

Working Conditions

Office or hybrid environment depending on company policy.

Regular travel to customers, carriers, and operational sites.

Fast-paced, commercially driven environment with cross-functional collaboration.



4.63. Road Freight Operations Specialist

Role Overview

The Road Freight Operations Specialist is responsible for ensuring the smooth, efficient, and compliant execution of domestic and international road-freight operations. This role combines hands-on operational coordination, customer service, carrier management, and continuous improvement. It requires strong analytical skills, deep knowledge of road-freight processes, and the ability to manage multiple shipments and stakeholders simultaneously.

The Specialist acts as a key operational anchor between customers, carriers, planners, and internal teams.

Core Mission

Execute and optimise daily road-freight operations

Ensure service reliability, compliance, and cost efficiency

Provide high-quality communication to customers and partners

Support continuous improvement and digitalisation initiatives

Maintain accurate documentation and operational data integrity

Key Responsibilities

Operational Coordination

Manage daily road-freight shipments (FTL, LTL, groupage).

Coordinate loading/unloading schedules with warehouses and hubs.

Monitor transport execution and proactively resolve disruptions.

Ensure optimal routing, capacity utilisation, and cost control.

Support cross-border operations, customs requirements, and special cargo handling.

Customer Service & Communication

Serve as the operational point of contact for customers.

Provide shipment updates, delivery confirmations, and issue resolution.

Manage customer expectations through clear, proactive communication.

Support customer onboarding with operational guidance and documentation.

Carrier & Partner Management

Coordinate with carriers, subcontractors, and logistics partners.



Ensure carriers meet service, compliance, and documentation standards.

Support rate negotiations and spot-market procurement when required.

Evaluate carrier performance and escalate recurring issues.

Documentation & Compliance

Prepare and verify transport documents (CMR, delivery notes, permits).

Ensure compliance with:

EU Mobility Package

Driving/rest time regulations

ADR (if applicable)

National and international road-transport laws

Maintain audit-ready records and operational documentation.

Performance Monitoring & Reporting

Track operational KPIs (OTIF, empty km, utilisation, claims).

Analyse deviations and support root-cause investigations.

Provide reports to management, customers, or internal teams.

Identify inefficiencies and propose improvement actions.

Systems & Digital Tools

Use TMS, ERP, telematics, and visibility platforms to manage operations.

Ensure data accuracy (status updates, PODs, carrier inputs).

Support digitalisation initiatives and process optimisation.

Contribute to system testing, enhancements, and user training.

Required Qualifications & Experience

Education

Degree or vocational training in Transport, Logistics, Supply Chain, or related fields.

Professional Experience

3–7+ years in road-freight operations, forwarding, or dispatching.

Experience with international shipments, groupage networks, or carrier management.

Familiarity with customs, ADR, or specialised cargo is an advantage.

Technical Skills



Strong understanding of road-freight processes, Incoterms, and cost structures.

Proficiency with TMS systems, telematics, and digital planning tools.

Solid Excel and reporting capabilities.

Ability to interpret transport regulations and documentation.

Languages

Fluent in English; additional European languages (DE/FR/NL/PL/RO) are an asset.

Key Competencies

Competency	Description
Operational Discipline	Ensures accuracy and consistency in planning and execution.
Communication	Clear, structured, and customer-focused.
Problem-Solving	Handles disruptions calmly and effectively.
Multitasking	Manages multiple shipments and priorities with precision.
Analytical Thinking	Uses data to improve performance and decision-making.
Team Collaboration	Works seamlessly with planners, carriers, and customer teams.

KPIs & Success Measures

On-time delivery (OTIF)

Transport cost per shipment

Carrier performance and compliance

Customer satisfaction

Data accuracy in TMS

Claims ratio and damage rate

Operational efficiency improvements

Working Conditions

Office or hybrid environment depending on company policy.

Fast-paced operational setting with frequent communication.

Occasional travel to carriers, hubs, or customer sites.



4.64. Road Freight TBO Operations Specialist

Role Overview

The Road Freight TBO (Transport Back Office) Operations Specialist is responsible for ensuring the accuracy, compliance, and efficiency of all administrative and operational support processes within road-freight transport. This role supports planners, dispatchers, carriers, and customers by managing documentation, data quality, invoicing, compliance checks, and digital workflows. It is a critical function that keeps the operational engine running smoothly behind the scenes.

Core Mission

Deliver high-quality administrative and operational support to road-freight teams

Ensure data accuracy, documentation completeness, and regulatory compliance

Maintain seamless digital workflows across TMS, telematics, and customer platforms

Support cost control, invoicing, and performance reporting

Act as a central link between operations, finance, carriers, and customers

Key Responsibilities

Transport Documentation & Data Quality

Create, verify, and manage transport documents (CMR, delivery notes, permits).

Ensure accurate data entry in TMS, ERP, and customer portals.

Validate shipment details, loading information, and carrier inputs.

Maintain audit-ready records and ensure documentation completeness.

Operational Back-Office Support

Support planners and dispatchers with administrative tasks.

Monitor shipment statuses and ensure timely updates in systems.

Manage POD collection, scanning, and digital archiving.

Coordinate with warehouses, hubs, and carriers for missing information.

Compliance & Regulatory Checks

Verify compliance with:

Driving/rest time regulations

EU Mobility Package requirements

ADR documentation (if applicable)



Customs and cross-border requirements

Conduct internal compliance checks and escalate deviations.

Cost Control, Billing & Financial Support

Validate carrier invoices, surcharges, and accessorial costs.

Support cost allocation, margin checks, and profitability analysis.

Prepare billing documentation and ensure timely invoicing.

Investigate discrepancies and resolve billing disputes.

Digital Tools & System Management

Operate TMS, ERP, telematics, and customer visibility platforms.

Ensure data accuracy and system integrity across all workflows.

Support onboarding of new digital tools and process automation.

Participate in system testing, updates, and user training.

Reporting & Performance Monitoring

Prepare operational reports (OTIF, cost KPIs, POD performance).

Analyse data to identify trends, gaps, and improvement opportunities.

Support management with dashboards and KPI tracking.

Contribute to continuous improvement initiatives.

Stakeholder Coordination

Collaborate with:

Transport planners

Customer service teams

Finance and billing

Carriers and subcontractors

Warehouse and gatehouse teams

Provide clear, timely communication to resolve operational issues.

Required Qualifications & Experience

Education

Degree or vocational training in Logistics, Transport, Supply Chain, or Business Administration.



Professional Experience

2–5+ years in road-freight operations, back-office, forwarding, or transport administration.

Experience with TMS/ERP systems and digital workflows.

Familiarity with international road-freight documentation and compliance.

Technical Skills

Strong proficiency with TMS, ERP, telematics, and customer portals.

Excellent data accuracy and administrative discipline.

Solid Excel and reporting capabilities.

Understanding of road-freight processes, Incoterms, and cost structures.

Languages

Fluent in English; additional European languages (DE/FR/NL/PL/RO) are an asset.

Key Competencies

Competency	Description
Attention to Detail	Ensures flawless documentation and data accuracy.
Operational Discipline	Follows procedures and maintains compliance rigor.
Analytical Thinking	Interprets data and identifies improvement opportunities.
Communication	Clear, structured, and reliable with internal and external partners.
Problem-Solving	Resolves administrative and operational discrepancies efficiently.
Time Management	Handles high volumes of tasks with precision and speed.
Collaboration	Works seamlessly with operations, finance, and carriers.

KPIs & Success Measures

Data accuracy rate in TMS/ERP

POD collection and processing time

Billing accuracy and dispute reduction

Compliance audit results



Carrier invoice validation accuracy

On-time documentation completion

Contribution to process improvements

Working Conditions

Office or hybrid environment depending on company policy.

Fast-paced administrative and operational setting.

Frequent coordination with multiple internal and external stakeholders.



4.65. Road Freight NTBO Operations Specialist

Role Overview

The Road Freight NTBO (Nearshore Transport Back Office) Operations Specialist provides high-quality administrative, operational, and analytical support to road-freight teams located in other countries or regions. This role ensures that all documentation, data, compliance checks, and digital workflows are executed accurately and on time. It is a critical function that enhances efficiency, reduces operational workload, and strengthens service reliability across the transport network.

Core Mission

Deliver accurate, timely, and compliant back-office support for road-freight operations

Maintain flawless data quality across TMS, ERP, and customer platforms

Support planners, dispatchers, carriers, and customers with administrative excellence

Ensure seamless execution of POD, billing, compliance, and documentation workflows

Contribute to continuous improvement and digitalisation initiatives

Key Responsibilities

Transport Documentation & Data Management

Create, verify, and process transport documents (CMR, delivery notes, permits).

Enter and validate shipment data in TMS/ERP systems.

Ensure timely and accurate status updates for all shipments.

Maintain digital archives and audit-ready documentation.

Operational Back-Office Support

Support front-office planners and dispatchers with administrative tasks.

Monitor shipment progress and update systems based on carrier or customer inputs.

Manage POD collection, scanning, validation, and digital storage.

Coordinate missing information with carriers, warehouses, and customer service.

Compliance & Regulatory Control

Perform compliance checks related to:

Driving/rest time regulations

EU Mobility Package

ADR documentation (if applicable)



Customs and cross-border requirements

Flag deviations and escalate issues to the relevant operational teams.

Cost Control, Billing & Financial Accuracy

Validate carrier invoices, surcharges, and accessorial charges.

Support cost allocation, margin analysis, and profitability checks.

Prepare billing documentation and ensure timely invoicing.

Investigate discrepancies and resolve billing disputes.

Digital Tools & System Expertise

Operate TMS, ERP, telematics, and customer visibility platforms.

Ensure data accuracy and system integrity across all workflows.

Support onboarding of new tools, automation, and digital processes.

Participate in system testing, updates, and user training.

Reporting & Performance Monitoring

Prepare operational and financial reports (OTIF, POD performance, cost KPIs).

Analyse data to identify trends, gaps, and improvement opportunities.

Support management with dashboards and KPI tracking.

Contribute to continuous improvement and standardisation initiatives.

Cross-Functional Collaboration

Work closely with:

Front-office transport teams

Customer service

Finance and billing

Carriers and subcontractors

Warehouse and gatehouse teams

Provide clear, timely communication to resolve operational issues.

Required Qualifications & Experience

Education

Degree or vocational training in Logistics, Transport, Supply Chain, or Business Administration.



Professional Experience

2–5+ years in road-freight operations, NTBO/TBO, forwarding, or transport administration.

Experience with international transport documentation and digital workflows.

Familiarity with European road-freight regulations and carrier processes.

Technical Skills

Strong proficiency with TMS, ERP, telematics, and customer portals.

Excellent administrative accuracy and data-quality discipline.

Solid Excel and reporting capabilities.

Understanding of road-freight processes, Incoterms, and cost structures.

Languages

Fluent in English; additional European languages (DE/FR/NL/PL/RO) are a strong asset.

Key Competencies

Competency	Description
Attention to Detail	Ensures flawless documentation and data accuracy.
Operational Discipline	Follows procedures rigorously and maintains compliance.
Analytical Thinking	Interprets data and identifies improvement opportunities.
Communication	Clear, structured, and reliable across borders.
Problem-Solving	Resolves administrative and operational discrepancies efficiently.
Time Management	Handles high task volumes with precision and speed.
Collaboration	Works seamlessly with remote teams and carriers.

KPIs & Success Measures

Data accuracy rate in TMS/ERP

POD processing time and completeness

Billing accuracy and dispute reduction

Compliance audit results

Carrier invoice validation accuracy



On-time documentation completion

Contribution to process improvements

Working Conditions

Nearshore office environment with hybrid options depending on company policy.

High-volume, fast-paced administrative and operational setting.

Frequent coordination with international teams and external partners.



4.66. Transport Planner (Road Freight)

Role Overview

The Transport Planner is responsible for the efficient, compliant, and cost-effective planning of daily road-freight operations. This role ensures that vehicles, drivers, and shipments are scheduled and executed in line with customer requirements, legal regulations, and operational constraints. It requires strong analytical thinking, real-time decision-making, and excellent communication with drivers, customers, and internal teams.

Core Mission

Plan and optimise daily transport operations

Ensure on-time, complaint, and cost-efficient execution

Maintain clear communication with drivers, customers, and partners

Support continuous improvement and operational excellence

Key Responsibilities

Transport Planning & Scheduling

Plan daily routes, loads, and schedules for company fleet or subcontractors.

Optimise vehicle utilisation, capacity, and cost efficiency.

Assign drivers based on availability, qualifications, and legal constraints.

Manage time-critical shipments, special cargo, and last-minute changes.

Coordinate loading/unloading slots with warehouses and customers.

Driver Coordination & Support

Serve as the primary operational contact for drivers.

Provide clear instructions, documentation, and updates.

Monitor driving/rest times (AETR) and ensure legal compliance.

Support drivers during delays, incidents, or operational challenges.

Ensure smooth communication across shifts and handovers.

Customer & Partner Communication

Provide customers with proactive updates and delivery confirmations.

Manage expectations regarding delays, disruptions, or special requirements.

Coordinate with carriers, subcontractors, and logistics partners.



Handle escalations professionally and transparently.

Compliance & Documentation

Ensure compliance with:

EU Mobility Package

Driving/rest time regulations

ADR rules (if applicable)

National and international road-transport laws

Prepare and verify transport documents (CMR, permits, delivery notes).

Maintain accurate and audit-ready records.

Operational Monitoring & Performance

Track real-time transport execution using TMS and telematics.

Monitor KPIs such as:

On-time delivery

Empty kilometres

Fleet utilisation

Claims and damages

Identify inefficiencies and propose improvement measures.

Digital Tools & Systems

Use TMS, telematics, and planning tools to manage operations.

Ensure data accuracy (status updates, PODs, driver inputs).

Support digitalisation initiatives and process optimisation.

Analyse operational data to improve planning quality and predictability.

Required Qualifications & Experience

Education

Degree or vocational training in Transport, Logistics, Supply Chain, or related fields.

Professional Experience

2–5+ years in transport planning, dispatching, or road-freight operations.

Experience with international operations, groupage, or FTL/LTL planning is an advantage.

Technical Skills



Strong understanding of road-freight processes and cost drivers.

Proficiency with TMS systems, telematics, and planning tools.

Ability to interpret tachograph data and compliance requirements.

Solid Excel and reporting skills.

Languages

Fluent in English and/or German; additional languages (FR, NL, PL, RO) are an asset depending on driver base.

Key Competencies

Competency	Description
Operational Discipline	Ensures accuracy and consistency in planning.
Communication	Clear, respectful, and effective with drivers and customers.
Problem-Solving	Handles disruptions calmly and finds practical solutions.
Multitasking	Manages multiple transports and priorities simultaneously.
Analytical Thinking	Uses data to optimise routes and capacity.
Team Collaboration	Works closely with warehouse, fleet, and customer service teams.
Stress Resilience	Performs well under time pressure and operational peaks.

KPIs & Success Measures

On-time delivery (OTIF)

Empty km reduction

Fleet utilisation rate

Customer satisfaction

Claims/damage ratio

Data accuracy in TMS/telematics

Compliance audit results

Working Conditions

Fast-paced operational environment.

Shift or rotating schedules may apply depending on business model.



Regular interaction with drivers, customers, and internal teams.

Occasional on-site presence at depots, hubs, or customer locations.

4.67. Delivery Driver

Role Overview

The Delivery Driver is responsible for the safe, timely, and professional delivery of goods to private households, businesses, or distribution points. This role combines driving skill, customer service, physical handling, and strict adherence to safety and operational procedures. The driver represents the company on the road and at every delivery point, ensuring a reliable and positive customer experience.

Core Mission

Deliver parcels, goods, or equipment safely and on time

Provide excellent customer service at every delivery location

Handle goods with care and maintain accurate documentation

Operate the vehicle safely, efficiently, and in compliance with regulations

Key Responsibilities

Driving & Delivery Execution

Deliver goods to assigned addresses following planned routes and schedules.

Navigate efficiently using GPS, route plans, or handheld devices.

Ensure safe driving in all weather and traffic conditions.

Load and unload goods using safe lifting techniques.

Parcel & Goods Handling

Sort, scan, and organise parcels or goods before departure.

Handle fragile, heavy, or high-value items with care.

Use appropriate equipment (trolleys, straps, protective materials).

Ensure goods remain undamaged throughout the delivery process.

Customer Interaction

Greet customers professionally and courteously.

Obtain signatures, digital confirmations, or proof of delivery (POD).

Communicate clearly about delivery times, restrictions, or issues.

Manage customer concerns with professionalism and escalate when needed.



Documentation & Reporting

Use handheld devices or apps to update delivery status in real time.

Record failed deliveries, returns, or exceptions accurately.

Maintain accurate logs of mileage, fuel usage, and working hours.

Report incidents, delays, or vehicle issues promptly.

Vehicle Care & Safety

Conduct daily pre-trip and post-trip vehicle inspections.

Ensure the vehicle is clean, roadworthy, and properly maintained.

Follow all road-safety rules, company driving standards, and legal requirements.

Report mechanical issues immediately to fleet or maintenance teams.

Compliance & Safety

Comply with:

Road-traffic laws

Driving/rest time regulations (if applicable)

Company safety procedures

Manual-handling guidelines

Use PPE when required and follow site-specific safety rules.

Required Qualifications & Experience

Education

No formal degree required; vocational training in logistics is an advantage.

Professional Experience

Experience in delivery, courier services, or driving roles preferred.

Familiarity with last-mile delivery, parcel handling, or customer-facing roles is beneficial.

Technical Skills

Ability to operate vans or light trucks safely.

Competence with handheld scanners, delivery apps, or route-planning tools.

Basic understanding of vehicle checks and maintenance.

Physical ability to lift and carry packages.



Languages

Basic communication skills in the operational language (e.g., English, German, French).

Key Competencies

Competency	Description
Reliability	Consistently delivers on time and follows procedures.
Customer Service	Polite, respectful, and solution-oriented.
Safety Awareness	Prioritises safe driving and handling at all times.
Efficiency	Manages routes and deliveries with speed and accuracy.
Attention to Detail	Ensures correct deliveries and accurate documentation.
Stress Resilience	Performs well under time pressure and traffic challenges.

KPIs & Success Measures

On-time delivery rate

Delivery accuracy (first-attempt success)

Customer satisfaction

Damage-free delivery rate

Fuel efficiency and driving behaviour

Compliance with safety and vehicle standards

Working Conditions

Driving in urban, suburban, or rural environments.

Exposure to weather conditions during loading/unloading.

Physical work involving lifting, carrying, and walking.

Early starts, shift work, or weekend schedules depending on operations.



4.68. Artic Driver (CE Driver / Articulated Truck Driver)

Role Overview

The Artic Driver is responsible for the safe, compliant, and efficient operation of articulated vehicles (tractor-trailer combinations) for national or international transport. This role ensures timely deliveries, proper load handling, and strict adherence to road-safety, legal, and customer requirements. The driver represents the company on the road and at every loading/unloading point.

Core Mission

Transport goods safely, efficiently, and on schedule

Operate articulated vehicles in full compliance with legal and company standards

Ensure correct load securing, documentation, and vehicle condition

Provide professional communication with customers, planners, and site personnel

Key Responsibilities

Driving & Transport Execution

Operate articulated vehicles (tractor + semi-trailer) on national or international routes.

Follow planned routes, schedules, and customer requirements.

Drive safely in all weather, traffic, and road conditions.

Perform precise manoeuvring at docks, yards, and tight delivery points.

Loading, Unloading & Load Securing

Ensure correct load securing using straps, bars, chains, or other equipment.

Assist with loading/unloading when required (depending on contract).

Verify load distribution, weight limits, and trailer condition.

Handle special cargo (ADR, temperature-controlled, high-value) according to procedures.

Compliance & Documentation

Comply with:

Driving/rest time regulations (AETR)

EU Mobility Package

ADR rules (if applicable)

National and international road-transport laws



Complete and manage transport documents (CMR, delivery notes, permits).

Use digital tools (tachograph, telematics, handheld devices) correctly.

Vehicle Care & Safety

Conduct daily pre-trip and post-trip inspections.

Report defects, incidents, or maintenance needs immediately.

Maintain cleanliness and basic upkeep of the vehicle.

Follow company safety rules, PPE requirements, and site-specific procedures.

Communication & Customer Interaction

Communicate professionally with customers, warehouse staff, and planners.

Provide timely updates regarding delays, incidents, or operational issues.

Represent the company with courtesy and reliability at all delivery points.

Required Qualifications & Experience

Education & Licences

Valid CE driving licence.

Valid Driver Qualification Card (CPC).

ADR certificate (if required by cargo type).

Valid tachograph card.

Professional Experience

Experience driving articulated vehicles (national or international).

Familiarity with curtainsiders, box trailers, reefers, or specialised trailers.

Experience with load securing and handling of different cargo types.

Technical Skills

Confident operation of articulated vehicles in varied environments.

Ability to interpret tachograph data and legal driving rules.

Basic mechanical awareness for identifying defects.

Competence with telematics, navigation systems, and digital POD tools.

Languages

Basic communication in the operational language (e.g., English, German, French).

Key Competencies



Competency	Description
Safety Focus	Prioritises safe driving and load handling at all times.
Reliability	Delivers consistently and maintains high professional standards.
Precision	Manoeuvres articulated vehicles accurately and confidently.
Communication	Clear and respectful with customers and planners.
Problem-Solving	Handles delays, incidents, and route challenges calmly.
Time Management	Manages schedules effectively while respecting legal limits.

KPIs & Success Measures

On-time delivery performance

Driving behaviour and fuel efficiency

Compliance with driving/rest time rules

Damage-free delivery rate

Customer feedback

Vehicle condition and defect reporting quality

Working Conditions

National or international routes depending on assignment.

Long hours, overnight stays, and weekend work may apply.

Exposure to weather, traffic, and industrial environments.

Physical tasks: coupling/uncoupling, securing loads, handling equipment.



4.69. Rigid Driver (C Driver / Rigid Truck Operator)

Role Overview

The Rigid Driver is responsible for the safe, compliant, and efficient operation of rigid trucks (Category C vehicles) for regional, national, or urban deliveries. This role ensures timely transport of goods, proper load handling, and adherence to all legal, safety, and customer requirements. The driver represents the company professionally at every delivery and collection point.

Core Mission

Transport goods safely, efficiently, and on schedule

Operate rigid vehicles in full compliance with legal and company standards

Ensure correct load securing, documentation, and vehicle condition

Provide clear, professional communication with customers, planners, and site personnel

Key Responsibilities

Driving & Transport Execution

Operate rigid trucks (Category C) on assigned routes.

Follow planned schedules, delivery windows, and customer requirements.

Drive safely in all weather, traffic, and road conditions.

Manoeuvre confidently in urban areas, tight spaces, and loading bays.

Loading, Unloading & Load Securing

Assist with loading/unloading depending on operational requirements.

Ensure correct load securing using straps, bars, nets, or other equipment.

Verify load distribution, weight limits, and vehicle condition.

Handle special cargo (temperature-controlled, fragile, ADR if applicable).

Compliance & Documentation

Comply with:

Driving/rest time regulations

EU Mobility Package

ADR rules (if applicable)

National and international road-transport laws



Complete and manage transport documents (CMR, delivery notes, permits).

Use digital tools (tachograph, telematics, handheld devices) correctly.

Vehicle Care & Safety

Conduct daily pre-trip and post-trip inspections.

Report defects, incidents, or maintenance needs immediately.

Maintain cleanliness and basic upkeep of the vehicle.

Follow company safety rules, PPE requirements, and site-specific procedures.

Communication & Customer Interaction

Communicate professionally with customers, warehouse staff, and planners.

Provide timely updates regarding delays, incidents, or operational issues.

Represent the company with courtesy and reliability at all delivery points.

Required Qualifications & Experience

Education & Licences

Valid C driving licence.

Valid Driver Qualification Card (CPC).

ADR certificate (if required by cargo type).

Valid tachograph card.

Professional Experience

Experience driving rigid trucks (regional, national, or urban).

Familiarity with tail-lift operations, pallet trucks, or specialised equipment.

Experience with load securing and handling of different cargo types.

Technical Skills

Confident operation of rigid vehicles in varied environments.

Ability to interpret tachograph data and legal driving rules.

Basic mechanical awareness for identifying defects.

Competence with telematics, navigation systems, and digital POD tools.

Languages

Basic communication in the operational language (e.g., English, German, French).

Key Competencies



Competency	Description
Safety Focus	Prioritises safe driving and load handling at all times.
Reliability	Delivers consistently and maintains high professional standards.
Precision	Manoeuvres rigid vehicles accurately in tight environments.
Customer Service	Polite, respectful, and solution-oriented.
Problem-Solving	Handles delays, incidents, and route challenges calmly.
Time Management	Manages schedules effectively while respecting legal limits.

KPIs & Success Measures

On-time delivery performance

Driving behaviour and fuel efficiency

Compliance with driving/rest time rules

Damage-free delivery rate

Customer feedback

Vehicle condition and defect reporting quality

Working Conditions

Regional, national, or urban routes depending on assignment.

Exposure to weather, traffic, and industrial environments.

Physical tasks: load securing, tail-lift operation, handling equipment.

Early starts, shift work, or weekend schedules depending on operations.



4.70. Courier Delivery Driver

Role Overview

The Courier Delivery Driver is responsible for the safe, timely, and accurate delivery and collection of parcels, documents, and goods within assigned routes. This role combines efficient driving, precise parcel handling, customer service, and strict adherence to safety and operational procedures. The courier represents the company at every doorstep and plays a key role in the reliability of last-mile operations.

Core Mission

Deliver and collect parcels quickly, safely, and accurately

Provide excellent customer service at every delivery point

Maintain full compliance with road-safety and operational standards

Ensure accurate scanning, documentation, and parcel integrity

Key Responsibilities

Driving & Route Execution

Operate vans or light commercial vehicles on assigned routes.

Follow optimised route plans using GPS or handheld devices.

Drive safely in all weather, traffic, and urban conditions.

Manage multi-drop deliveries efficiently, often under time pressure.

Parcel Handling & Delivery

Load, sort, and organise parcels before departure.

Scan parcels at each stage (pickup, delivery, exceptions).

Handle fragile, heavy, or high-value items with care.

Ensure parcels remain undamaged and correctly delivered.

Customer Interaction

Greet customers professionally and courteously.

Obtain signatures, digital confirmations, or proof of delivery (POD).

Communicate clearly about delivery windows, restrictions, or issues.

Manage customer concerns with professionalism and escalate when needed.

Documentation & Reporting

Use handheld scanners or apps to update delivery status in real time.



Record failed deliveries, returns, or exceptions accurately.

Maintain logs of mileage, fuel usage, and working hours.

Report incidents, delays, or vehicle issues promptly.

Vehicle Care & Safety

Conduct daily pre-trip and post-trip inspections.

Maintain vehicle cleanliness and basic upkeep.

Report mechanical issues immediately to fleet or maintenance teams.

Follow all road-safety rules, company driving standards, and legal requirements.

Compliance & Safety

Comply with:

Road-traffic laws

Driving/rest time regulations (if applicable)

Company safety procedures

Manual-handling guidelines

Use PPE when required and follow site-specific safety rules.

Required Qualifications & Experience

Education

No formal degree required; vocational training in logistics is an advantage.

Professional Experience

Experience in courier, parcel delivery, or last-mile operations preferred.

Familiarity with handheld scanners, delivery apps, or route-planning tools is beneficial.

Technical Skills

Ability to operate vans or light trucks safely.

Competence with scanning devices and digital delivery systems.

Basic understanding of vehicle checks and maintenance.

Physical ability to lift, carry, and handle parcels.

Languages

Basic communication skills in the operational language (e.g., English, German, French).

Key Competencies



Competency	Description
Reliability	Consistently delivers on time and follows procedures.
Customer Service	Polite, respectful, and solution-oriented.
Safety Awareness	Prioritises safe driving and handling at all times.
Efficiency	Manages routes and deliveries with speed and accuracy.
Attention to Detail	Ensures correct deliveries and accurate documentation.
Stress Resilience	Performs well under time pressure and traffic challenges.

KPIs & Success Measures

On-time delivery rate

First-attempt delivery success

Customer satisfaction

Damage-free delivery rate

Fuel efficiency and driving behaviour

Compliance with safety and vehicle standards

Working Conditions

Driving in urban, suburban, and rural environments.

Exposure to weather conditions during loading/unloading.

Physical work involving lifting, carrying, and walking.

Early starts, shift work, or weekend schedules depending on operations.



4.71. Truck Driver – Articulated (CE Driver)

Role Overview

The Truck Driver – Articulated is responsible for the safe, compliant, and efficient operation of articulated vehicles (tractor–trailer combinations) for regional, national, or international transport. This role ensures timely deliveries, correct load handling, and strict adherence to legal, safety, and customer requirements. The driver represents the company professionally at every loading and unloading point.

Core Mission

Transport goods safely, efficiently, and on schedule

Operate articulated vehicles in full compliance with legal and company standards

Ensure correct load securing, documentation, and vehicle condition

Maintain professional communication with customers, planners, and site personnel

Key Responsibilities

Driving & Transport Execution

Operate articulated vehicles (tractor + semi-trailer) on assigned routes.

Follow planned schedules, delivery windows, and customer requirements.

Drive safely in all weather, traffic, and road conditions.

Manoeuvre confidently in yards, docks, tight spaces, and industrial sites.

Loading, Unloading & Load Securing

Ensure correct load securing using straps, bars, chains, or other equipment.

Assist with loading/unloading when required (depending on contract).

Verify load distribution, weight limits, and trailer condition.

Handle special cargo (ADR, temperature-controlled, high-value) according to procedures.

Compliance & Documentation

Comply with:

Driving/rest time regulations (AETR)

EU Mobility Package

ADR rules (if applicable)

National and international road-transport laws



Complete and manage transport documents (CMR, delivery notes, permits).

Use digital tools (tachograph, telematics, handheld devices) correctly.

Vehicle Care & Safety

Conduct daily pre-trip and post-trip inspections.

Report defects, incidents, or maintenance needs immediately.

Maintain cleanliness and basic upkeep of the vehicle.

Follow company safety rules, PPE requirements, and site-specific procedures.

Communication & Customer Interaction

Communicate professionally with customers, warehouse staff, and planners.

Provide timely updates regarding delays, incidents, or operational issues.

Represent the company with courtesy and reliability at all delivery points.

Required Qualifications & Experience

Education & Licences

Valid CE driving licence.

Valid Driver Qualification Card (CPC).

ADR certificate (if required by cargo type).

Valid tachograph card.

Professional Experience

Experience driving articulated vehicles (regional, national, or international).

Familiarity with curtainsiders, box trailers, reefers, or specialised trailers.

Experience with load securing and handling of different cargo types.

Technical Skills

Confident operation of articulated vehicles in varied environments.

Ability to interpret tachograph data and legal driving rules.

Basic mechanical awareness for identifying defects.

Competence with telematics, navigation systems, and digital POD tools.

Languages

Basic communication in the operational language (e.g., English, German, French).

Key Competencies



Competency	Description
Safety Focus	Prioritises safe driving and load handling at all times.
Reliability	Delivers consistently and maintains high professional standards.
Precision	Manoeuvres articulated vehicles accurately and confidently.
Customer Service	Polite, respectful, and solution-oriented.
Problem-Solving	Handles delays, incidents, and route challenges calmly.
Time Management	Manages schedules effectively while respecting legal limits.

KPIs & Success Measures

On-time delivery performance

Driving behaviour and fuel efficiency

Compliance with driving/rest time rules

Damage-free delivery rate

Customer feedback

Vehicle condition and defect reporting quality

Working Conditions

Regional, national, or international routes depending on assignment.

Long hours, overnight stays, and weekend work may apply.

Exposure to weather, traffic, and industrial environments.

Physical tasks: coupling/uncoupling, securing loads, handling equipment.



4.72. Road Operations Manager

Role Overview

The Road Operations Manager is responsible for leading, optimizing, and overseeing all day-to-day road-freight operations. This role ensures safety, compliant, efficient, and customer-focused execution across planning, dispatching, fleet management, driver coordination, and service delivery. It requires strong leadership, deep operational expertise, and the ability to balance strategic direction with hands-on problem-solving.

The Road Operations Manager acts as the operational backbone of the transport organization, ensuring reliability, cost control, and continuous improvement.

Core Mission

Lead and manage road-freight operations with excellence

Ensure full compliance with legal, safety, and customer requirements

Drive operational performance, cost efficiency, and service reliability

Develop teams, strengthen processes, and support digital transformation

Serve as a key escalation point for customers, carriers, and internal stakeholders

Key Responsibilities

Leadership & Team Management

Lead, coach, and develop planners, dispatchers, drivers, and support staff.

Set clear performance expectations and ensure accountability.

Manage shift structures, workload distribution, and resource planning.

Foster a culture of safety, discipline, and continuous improvement.

Operational Oversight

Oversee daily planning, dispatching, and execution of road-freight operations.

Ensure optimal utilisation of fleet, drivers, and subcontractors.

Monitor real-time operations and resolve disruptions quickly.

Ensure smooth coordination with warehouses, hubs, and customer service teams.

Compliance & Safety Management

Ensure compliance with:

EU Mobility Package

Driving/rest time regulations (AETR)



ADR requirements (if applicable)

National and international road-transport laws

Conduct internal audits and support external inspections.

Lead safety initiatives, toolbox talks, and incident investigations.

Fleet & Driver Management

Oversee fleet availability, maintenance scheduling, and equipment readiness.

Ensure drivers receive clear instructions, support, and training.

Monitor driver performance, tachograph data, and legal compliance.

Manage driver recruitment, onboarding, and retention initiatives.

Customer & Stakeholder Management

Act as a senior escalation point for key customers and partners.

Ensure service reliability, proactive communication, and issue resolution.

Participate in customer reviews and support commercial teams with operational insights.

Build strong relationships with carriers, subcontractors, and suppliers.

Performance Management & Reporting

Monitor KPIs such as:

OTIF

Empty kilometres

Fleet utilisation

Claims and damages

Cost per shipment

Driver performance

Analyse operational data and implement improvement actions.

Prepare reports for senior management and support strategic planning.

Process Excellence & Continuous Improvement

Standardise SOPs, workflows, and operational guidelines.

Lead Lean/Six Sigma or similar improvement initiatives.

Drive digitalisation (TMS optimisation, telematics, automation).



Identify bottlenecks and implement sustainable solutions.

Cost Control & Budget Support

Support budgeting, forecasting, and cost-control initiatives.

Manage subcontractor costs, fuel efficiency, and fleet-related expenses.

Ensure operational decisions align with financial targets.

Required Qualifications & Experience

Education

Degree in Logistics, Transport Management, Supply Chain, or Business Administration.

Professional Experience

5–10+ years in road-freight operations, including leadership responsibility.

Proven experience managing planners, drivers, and operational teams.

Strong background in compliance, fleet management, and performance optimisation.

Technical Skills

Proficiency with TMS, telematics, and digital planning tools.

Strong analytical skills with Excel, BI dashboards, or data platforms.

Solid understanding of cost structures, rate models, and operational KPIs.

Knowledge of ADR, customs, and cross-border operations is an advantage.

Languages

Fluent in English; additional European languages (DE/FR/NL/PL/RO) are an asset.

Key Competencies

Competency	Description
Leadership	Inspires teams, drives accountability, and builds capability.
Operational Mastery	Deep understanding of road-freight processes and constraints.
Decision-Making	Makes clear, timely decisions under pressure.
Communication	Transparent, structured, and effective with all stakeholders.
Strategic Thinking	Balances daily execution with long-term improvement.



Competency	Description
Problem-Solving	Handles disruptions calmly and implements sustainable solutions.
Continuous Improvement	Constantly seeks better, safer, more efficient processes.

KPIs & Success Measures

OTIF and service reliability

Fleet utilisation and empty km reduction

Driver performance and compliance

Cost per shipment and operational profitability

Customer satisfaction and escalation resolution

Safety performance and incident reduction

Team engagement and retention

Working Conditions

Fast-paced operational environment with cross-functional collaboration.

On-site presence at depots, hubs, or transport offices.

Occasional travel to customers, carriers, and operational sites.

Shift or extended hours may apply depending on operational demands.



4.73. Project Manager – Highways and Rail

Role Overview

The Project Manager – Highways and Rail is responsible for leading the planning, delivery, and successful completion of complex infrastructure projects across road and rail networks. This role ensures that projects are delivered safely, on time, within budget, and to the required technical and regulatory standards. It requires strong leadership, stakeholder management, and deep understanding of civil engineering, transport systems, and public-sector governance.

The Project Manager acts as the central coordinator between contractors, consultants, authorities, and internal teams, ensuring seamless execution from concept to handover.

Core Mission

Deliver highways and rail projects safely, efficiently, and to specification

Manage project scope, budget, schedule, and risk with discipline

Lead multidisciplinary teams and coordinate contractors and consultants

Ensure compliance with engineering, environmental, and regulatory standards

Maintain strong stakeholder relationships across public and private sectors

Key Responsibilities

Project Planning & Delivery

Develop project plans, schedules, budgets, and resource allocations.

Lead the execution of highways and rail infrastructure projects from design to completion.

Coordinate civil works, track works, signalling, structures, utilities, and traffic management.

Monitor progress and implement corrective actions to maintain project performance.

Technical & Engineering Oversight

Review engineering designs, specifications, and method statements.

Ensure compliance with national standards (e.g., EN, Eurocodes), rail regulations, and safety rules.

Oversee quality assurance, testing, commissioning, and handover processes.

Manage interfaces between civil, structural, mechanical, electrical, and rail systems.

Safety, Compliance & Environmental Management



Ensure full compliance with:

Health & Safety regulations

CDM (or equivalent) requirements

Rail safety standards

Environmental and sustainability obligations

Lead risk assessments, safety briefings, and incident investigations.

Promote a strong safety culture across all project teams.

Stakeholder & Contract Management

Manage relationships with clients, authorities, contractors, and engineering consultants.

Lead progress meetings, technical reviews, and coordination workshops.

Manage contracts (NEC, FIDIC, or equivalent), variations, claims, and commercial negotiations.

Ensure transparent communication with all stakeholders.

Financial & Performance Management

Control project budgets, forecasts, and cost reporting.

Track KPIs such as schedule adherence, cost variance, safety performance, and quality metrics.

Identify risks, opportunities, and implement mitigation strategies.

Ensure timely reporting to senior management and project sponsors.

Leadership & Team Coordination

Lead multidisciplinary project teams including engineers, planners, QS, HSE, and site managers.

Provide guidance, coaching, and performance feedback.

Ensure effective collaboration across design, construction, and operational teams.

Support capability development and knowledge transfer.

Required Qualifications & Experience

Education

Degree in Civil Engineering, Construction Management, Transport Engineering, or related field.



Professional accreditation (CEng, PMP, PRINCE2, APM) is a strong advantage.

Professional Experience

7–12+ years delivering major highways, rail, or large-scale civil engineering projects.

Proven experience managing contractors, consultants, and multidisciplinary teams.

Strong background in project controls, risk management, and contract administration.

Experience with public-sector infrastructure procurement and governance.

Technical Skills

Strong understanding of highways and rail engineering principles.

Proficiency with project management tools (Primavera P6, MS Project, BIM platforms).

Knowledge of NEC/FIDIC contracts and commercial management.

Familiarity with rail systems (track, signalling, OLE) is a significant advantage.

Languages

Fluent in English; additional languages depending on region are an asset.

Key Competencies

Competency	Description
Leadership	Guides teams and drives accountability across complex projects.
Technical Insight	I understand engineering, construction, and rail systems deeply.
Stakeholder Management	Build trust with authorities, contractors, and communities.
Risk & Decision-Making	Make informed decisions under pressure.
Communication	Clear, structured, and confident with all audiences.
Strategic Thinking	Balances long-term project goals with daily execution.
Problem-Solving	Resolves technical and operational challenges effectively.

KPIs & Success Measures

On-time and on-budget project delivery

Safety performance and incident reduction

Quality and compliance audit results



Stakeholder satisfaction and collaboration

Risk mitigation effectiveness

Contract and commercial performance

Successful commissioning and handover

Working Conditions

Combination of office, site, and stakeholder-meeting environments.

Regular travel to project sites, depots, and authority offices.

Exposure to construction environments, rail corridors, and highways.

Extended hours during critical project phases may apply.



4.74. ADR Rigid Truck Driver (Category C)

Role Overview

The ADR Rigid Truck Driver is responsible for the safe, compliant, and efficient transport of hazardous goods using rigid vehicles (Category C). This role requires strict adherence to ADR regulations, road-safety laws, and company procedures. The driver ensures that dangerous goods are handled, secured, and delivered without incident, while maintaining professional communication with customers, planners, and site personnel.

Core Mission

Transport hazardous goods safely, legally, and on schedule

Operate rigid ADR-equipped vehicles in full compliance with regulations

Ensure correct load securing, documentation, and vehicle condition

Maintain a strong safety culture and professional customer interaction

Key Responsibilities

Driving & Transport Execution

Operate rigid ADR vehicles on regional or national routes.

Follow planned schedules, delivery windows, and customer requirements.

Drive safely in all weather, traffic, and road conditions.

Manoeuvre confidently in industrial sites, depots, and restricted areas.

ADR Handling & Safety

Transport hazardous goods in accordance with ADR regulations.

Verify correct labelling, placarding, and segregation of dangerous goods.

Handle emergency equipment (spill kits, fire extinguishers) as required.

Follow strict safety protocols during loading, unloading, and parking.

Loading, Unloading & Load Securing

Assist with loading/unloading depending on operational requirements.

Ensure correct load securing using straps, bars, nets, or ADR-specific equipment.

Verify load distribution, weight limits, and container integrity.

Handle special cargo such as chemicals, gases, flammable liquids, or waste.

Compliance & Documentation

Comply with:



ADR regulations

Driving/rest time rules (AETR)

EU Mobility Package

National and international road-transport laws

Complete and manage transport documents (CMR, ADR documentation, delivery notes).

Use digital tools (tachograph, telematics, handheld devices) correctly.

Vehicle Care & Safety

Conduct daily pre-trip and post-trip inspections.

Check ADR-specific equipment (PPE, extinguishers, emergency kits).

Report defects, incidents, or maintenance needs immediately.

Maintain cleanliness and basic upkeep of the vehicle.

Communication & Customer Interaction

Communicate professionally with customers, warehouse staff, and planners.

Provide timely updates regarding delays, incidents, or operational issues.

Represent the company with courtesy and reliability at all delivery points.

Required Qualifications & Experience

Education & Licences

Valid Category C driving licence.

Valid Driver Qualification Card (CPC).

Valid ADR certificate (minimum: Class 3, 6, 8, 9 depending on cargo).

Valid tachograph card.

Professional Experience

Experience driving rigid trucks with hazardous goods.

Familiarity with chemical sites, fuel depots, industrial plants, or waste facilities.

Experience with load securing and handling of ADR cargo types.

Technical Skills

Strong understanding of ADR regulations and emergency procedures.

Ability to interpret tachograph data and legal driving rules.



Basic mechanical awareness for identifying defects.

Competence with telematics, navigation systems, and digital POD tools.

Languages

Basic communication in the operational language (e.g., English, German, French).

Key Competencies

Competency	Description
Safety Focus	Prioritizes safe driving and hazardous-goods handling at all times.
Regulatory Discipline	Follows ADR and legal requirements with precision.
Reliability	Delivers consistently and maintains high professional standards.
Attention to Detail	Ensures correct documentation, labelling, and load securing.
Problem-Solving	Handles incidents, delays, and route challenges calmly.
Communication	Clear and respectful with customers and planners.

KPIs & Success Measures

Compliance with ADR and safety regulations

On-time delivery performance

Driving behaviour and fuel efficiency

Incident-free transport of hazardous goods

Customer feedback

Vehicle condition and defect reporting quality

Working Conditions

Regional or national routes depending on assignment.

Exposure to hazardous materials, industrial sites, and weather conditions.

Strict PPE requirements depending on cargo type.

Early starts, shift work, or weekend schedules may apply.



4.75. Warehouse Operator

Role Overview

The Warehouse Operator is responsible for the safe, accurate, and efficient handling of goods within the warehouse environment. This role supports inbound, outbound, storage, and inventory processes, ensuring smooth material flow and high service levels. It requires strong attention to detail, physical capability, and adherence to safety and operational procedures.

The Warehouse Operator plays a key role in maintaining warehouse performance, accuracy, and reliability.

Core Mission

Receive, store, pick, pack, and dispatch goods accurately

Maintain warehouse organization, cleanliness, and safety

Operate equipment (e.g., pallet trucks, forklifts) safely and efficiently

Support inventory accuracy and operational performance

Key Responsibilities

Inbound Operations

Receive goods from suppliers, carriers, or production.

Check deliveries against documentation (PO, delivery notes, CMR).

Inspect goods for damage, quantity discrepancies, or quality issues.

Label, scan, and record inbound items in WMS or handheld devices.

Storage & Inventory Management

Store goods in designated locations following warehouse layout and FIFO/FEFO rules.

Ensure accurate stock placement and location updates.

Conduct cycle counts, stock checks, and inventory audits.

Report discrepancies and support root-cause analysis.

Outbound Operations

Pick orders accurately using handheld scanners, pick lists, or voice systems.

Pack goods securely according to customer or product requirements.

Prepare pallets, cartons, or parcels for dispatch.

Load vehicles safely, ensuring correct sequencing and load securing.



Equipment Operation

Operate warehouse equipment such as:

Pallet trucks (manual/electric)

Forklifts (counterbalance, reach truck, VNA) – if licensed

Conveyor systems

Perform basic equipment checks and report defects immediately.

Warehouse Organization & Housekeeping

Maintain clean, organized aisles, racks, and workstations.

Follow waste-sorting and recycling procedures.

Support continuous improvement in layout, flow, and ergonomics.

Safety & Compliance

Follow all warehouse safety rules, PPE requirements, and site procedures.

Comply with manual-handling guidelines and equipment safety standards.

Report hazards, near-misses, or incidents promptly.

Support audits and compliance checks when required.

Teamwork & Communication

Collaborate with supervisors, planners, drivers, and fellow operators.

Communicate clearly about stock issues, delays, or operational challenges.

Support cross-training and flexible task allocation.

Required Qualifications & Experience

Education

No formal degree required; vocational training in logistics is an advantage.

Professional Experience

Experience in warehouse, logistics, or production environments preferred.

Familiarity with WMS systems, scanners, or digital workflows is beneficial.

Technical Skills

Ability to operate warehouse equipment safely (forklift licence if required).

Competence with handheld scanners, WMS, or basic IT tools.



Strong understanding of warehouse processes and stock handling.

Physical ability to lift, carry, and move goods.

Languages

Basic communication skills in the operational language (e.g., English, German, French).

Key Competencies

Competency	Description
Accuracy	Ensures precise picking, packing, and stock handling.
Safety Awareness	Always prioritizes safe working practices.
Reliability	Consistent, punctual, and dependable.
Teamwork	Works effectively with colleagues across shifts.
Efficiency	Maintains high productivity without compromising quality.
Adaptability	Handles changing priorities and tasks smoothly.

KPIs & Success Measures

Picking accuracy

Inventory accuracy

Productivity (lines/picks per hour)

On-time dispatch performance

Damage rate

Safety compliance and incident reduction

Working Conditions

Warehouse environment with variable temperatures depending on product type.

Physical work involving lifting, carrying, bending, and standing.

Shift work, weekends, or peak-season overtime may apply.

Use of PPE and adherence to safety rules required.



4.76. Forklift Driver

Role Overview

The Forklift Driver is responsible for the safe, efficient, and accurate movement of goods within the warehouse or yard environment. This role operates forklifts and other material-handling equipment to support inbound, outbound, storage, and production processes. It requires strong attention to safety, excellent equipment control, and disciplined adherence to operational procedures.

The Forklift Driver plays a critical role in maintaining warehouse flow, inventory accuracy, and overall operational performance.

Core Mission

Operate forklifts safely and efficiently

Move, load, unload, and store goods accurately

Support warehouse operations with disciplined material handling

Maintain equipment, safety standards, and documentation integrity

Key Responsibilities

Forklift Operation

Operate forklifts such as:

Counterbalance

Reach truck

VNA (Very Narrow Aisle)

Clamp or specialized attachments (if required)

Move pallets, crates, and materials safely within the warehouse or yard.

Load and unload vehicles, containers, or production lines.

Stack goods in racking systems following height, weight, and stability rules.

Material Handling & Storage

Transport goods to designated storage locations.

Ensure correct placement and scanning of items using WMS or handheld devices.

Support picking, replenishment, and staging activities.

Handle fragile, heavy, or hazardous materials according to procedures.

Documentation & System Updates



Scan pallets and update stock movements in WMS.

Record discrepancies, damages, or missing items.

Support cycle counts, stock checks, and inventory audits.

Ensure accurate documentation for inbound and outbound flows.

Equipment Care & Safety

Conduct daily pre-use inspections of forklifts (battery, hydraulics, forks, tyres).

Report defects or maintenance needs immediately.

Maintain cleanliness and proper charging/refuelling of equipment.

Follow all site safety rules, PPE requirements, and traffic-flow procedures.

Safety & Compliance

Comply with:

Equipment, safety standards

Manual-handling guidelines

Warehouse traffic rules

Hazardous-goods handling procedures (if applicable)

Report hazards, near-misses, or incidents promptly.

Participate in safety briefings and toolbox talks.

Teamwork & Communication

Work closely with warehouse operators, supervisors, and drivers.

Communicate clearly about stock issues, delays, or operational challenges.

Support cross-training and flexible task allocation when required.

Required Qualifications & Experience

Education

No formal degree required; vocational training in logistics is an advantage.

Professional Experience

Experience operating forklifts in warehouses, logistics, or production environments.

Familiarity with WMS systems, scanners, or digital workflows is beneficial.

Technical Skills

Valid forklift license (counterbalance, reach, or other relevant categories).



Strong equipment-handling skills with high safety awareness.

Ability to read labels, documentation, and warehouse instructions.

Physical ability to lift, carry, and move goods when required.

Languages

Basic communication skills in the operational language (e.g., English, German, French).

Key Competencies

Competency	Description
Safety Awareness	Prioritizes safe equipment operation and workplace behavior.
Accuracy	Ensures precise pallet handling and stock movements.
Reliability	Consistent, punctual, and dependable.
Equipment Control	Confident and skilled in forklift manoeuvring.
Teamwork	Works effectively with colleagues across shifts.
Efficiency	Maintains high productivity without compromising safety.

KPIs & Success Measures

Handling accuracy (no damages)

Productivity (movements per hour)

Inventory accuracy

Equipment inspection compliance

Safety performance and incident reduction

On-time support for inbound/outbound operations

Working Conditions

Warehouse or yard environment with variable temperatures.

Physical work involves lifting, carrying, and standing.

Shift work, weekends, or peak-season overtime may apply.

Use of PPE and adherence to safety rules required.



4.77. Cross Dock Operator

Role Overview

The Cross Dock Operator is responsible for the safe, accurate, and efficient handling of inbound and outbound freight within a cross-dock environment. This role ensures rapid unloading, sorting, scanning, and reloading of goods to support time-critical distribution flows. It requires strong attention to detail, physical capability, and disciplined adherence to safety and operational procedures.

The Cross Dock Operator plays a crucial role in maintaining service reliability, trailer turnaround times, and overall network performance.

Core Mission

Unload, sort, scan, and reload freight quickly and accurately

Maintain cross-dock flow, safety, and operational discipline

Support inbound/outbound teams with precise freight handling

Ensure correct trailer loading, sequencing, and documentation

Key Responsibilities

Inbound Handling

Receive inbound trailers and unload freight safely and efficiently.

Inspect goods for visible damage and report discrepancies immediately.

Scan freight using handheld devices to ensure traceability.

Sort freight by destination, route, or service level.

Cross-Dock Sorting & Flow

Move freight across the dock using pallet trucks or forklifts (if licensed).

Place freight in designated lanes or staging areas.

Ensure correct sequencing for outbound loading.

Support time-critical operations during peak periods.

Outbound Loading

Load outbound trailers according to load plans, manifests, or route sheets.

Ensure correct placement, weight distribution, and load securing.

Scan freight during loading to maintain 100% accuracy.

Communicate with supervisors or planners regarding missing or late freight.



Equipment Operation

Operate pallet trucks, forklifts, or other MHE (if certified).

Conduct pre-use checks and report defects immediately.

Follow warehouse traffic rules and equipment safety procedures.

Documentation & System Updates

Use handheld scanners or WMS systems to update freight status.

Record damages, exceptions, or misroutes accurately.

Support inventory checks, audits, and reconciliation tasks.

Safety & Compliance

Follow all cross-dock safety rules, PPE requirements, and site procedures.

Comply with manual-handling guidelines and equipment safety standards.

Report hazards, near-misses, or incidents promptly.

Maintain clean, organized work areas to prevent accidents.

Teamwork & Communication

Work closely with supervisors, drivers, planners, and fellow operators.

Communicate clearly about freight issues, delays, or operational challenges.

Support cross-training and flexible task allocation across shifts.

Required Qualifications & Experience

Education

No formal degree required; vocational training in logistics is an advantage.

Professional Experience

Experience in cross-dock, LTL/groupage, parcel, or warehouse environments preferred.

Familiarity with scanning devices, WMS, or digital workflows is beneficial.

Technical Skills

Ability to operate pallet trucks; forklift license is an advantage.

Competence with handheld scanners and basic IT tools.

Strong understanding of freight handling and dock flow.

Physical ability to lift, carry, and move goods.



Languages

Basic communication skills in the operational language (e.g., English, German, French).

Key Competencies

Competency	Description
Accuracy	Ensures precise scanning, sorting, and loading.
Speed & Efficiency	Works quickly without compromising safety or quality.
Safety Awareness	Always prioritizes safe working practices.
Teamwork	Collaborates effectively across shifts and teams.
Reliability	Consistent, punctual, and dependable.
Adaptability	Handles fast-paced, changing priorities smoothly.

KPIs & Success Measures

Scanning accuracy

Trailer turnaround time

Damage rate

On-time outbound dispatch

Productivity (freight handled per hour)

Safety compliance and incident reduction

Working Conditions

Fast-paced cross-dock environment, often during night or early-morning shifts.

Physical work involves lifting, carrying, pushing, and pulling.

Exposure to variable temperatures depending on dock design.

Use of PPE and adherence to safety rules required.



4.78. Warehouse Supervisor

Role Overview

The Warehouse Supervisor is responsible for leading daily warehouse operations, ensuring safe, efficient, and accurate handling of goods across inbound, outbound, storage, and inventory processes. This role manages teams, coordinates workflows, enforces safety and compliance standards, and drives continuous improvement. The Warehouse Supervisor acts as the operational anchor of the facility, ensuring service reliability, productivity, and high-quality execution.

Core Mission

Lead warehouse teams to deliver safe, accurate, and efficient operations

Maintain full compliance with safety, quality, and operational standards

Optimize workflows, resource allocation, and warehouse performance

Support continuous improvement and staff development

Ensure excellent communication with drivers, planners, and internal teams

Key Responsibilities

Team Leadership & Coordination

Lead, coach, and support warehouse operators, forklift drivers, and cross-dock staff.

Allocate tasks, manage shift rosters, and balance workloads.

Conduct daily briefings, toolbox talks, and performance check-ins.

Support onboarding, training, and cross-skilling of team members.

Operational Oversight

Oversee inbound, outbound, picking, packing, loading, and storage activities.

Ensure accurate scanning, labelling, and WMS updates.

Monitor dock flow, trailer turnaround, and warehouse throughput.

Resolve operational issues quickly and escalate when necessary.

Safety, Compliance & Quality

Enforce warehouse safety rules, PPE requirements, and traffic-flow procedures.

Ensure compliance with manual-handling guidelines and equipment standards.

Conduct safety inspections, incident investigations, and corrective actions.

Maintain quality standards for goods handling, packaging, and storage.



Equipment & Facility Management

Oversee safe use of forklifts, pallet trucks, and other MHE.

Ensure equipment inspections are completed and defects reported.

Support facility upkeep, housekeeping, and layout optimization.

Coordinate with maintenance teams for repairs and servicing.

Performance Monitoring & Reporting

Track KPIs such as:

Picking accuracy

Inventory accuracy

Productivity (lines/hour, pallets/hour)

Dock turnaround time

Damage rate

Analyse performance data and implement improvement measures.

Prepare shift reports and communicate key updates to management.

Stakeholder Communication

Coordinate with transport planners, drivers, customer service, and production teams.

Communicate delays, stock issues, or operational risks clearly and promptly.

Support customer audits, visits, and quality checks when required.

Continuous Improvement

Identify bottlenecks and propose process improvements.

Support Lean, 5S, or Kaizen initiatives.

Contribute to digitalization efforts (WMS optimization, automation, scanning tools).

Promote a culture of accountability, teamwork, and operational excellence.

Required Qualifications & Experience

Education

Vocational training or degree in Logistics, Supply Chain, or related fields.

Professional Experience

3–7+ years in warehouse, logistics, or distribution operations.

Experience in a supervisory or team-lead role is strongly preferred.



Familiarity with WMS, scanning systems, and digital workflows.

Technical Skills

Strong understanding of warehouse processes and material-handling flows.

Ability to operate or supervise MHE (forklift license is an advantage).

Proficiency with WMS, Excel, and reporting tools.

Solid knowledge of safety standards and compliance requirements.

Languages

Fluent in the operational language (e.g., English, German, French).

Key Competencies

Competency	Description
Leadership	Guides teams, sets expectations, and drives accountability.
Safety Awareness	Enforces safe working practices consistently.
Operational Discipline	Ensures accuracy and adherence to procedures.
Communication	Clear, structured, and effective across teams.
Problem-Solving	Handles disruptions calmly and finds practical solutions.
Time Management	Manages multiple tasks and priorities efficiently.
Continuous Improvement	Seeks better, faster, safer ways of working.

KPIs & Success Measures

Inventory accuracy

Picking/packing accuracy

Productivity and throughput

Safety performance and incident reduction

On-time outbound dispatch

Damage rate

Team engagement and retention

Working Conditions

Warehouse environment with variable temperatures depending on product type.

Shift work, weekends, or peak-season overtime may apply.



Physical presence on the warehouse floor is required.

Use of PPE and adherence to safety rules is mandatory.

4.79. Inventory Controller

Role Overview

The Inventory Controller is responsible for maintaining accurate stock levels, ensuring data integrity across warehouse systems, and supporting smooth material flow throughout the operation. This role involves cycle counts, investigates discrepancies, analyses stock movements, and collaborates closely with warehouses, procurement, and planning teams. It is a critical function that safeguards service reliability, cost control, and operational efficiency.

Core Mission

Maintain accurate and reliable inventory records

Prevent stock discrepancies through disciplined controls

Analyze stock movements and resolve variances

Support warehouse, planning, and procurement teams with timely information

Drive continuous improvement in inventory processes

Key Responsibilities

Inventory Accuracy & Stock Control

Perform daily, weekly, and monthly cycle counts.

Conduct full stock takes and supports annual inventory audits.

Investigate stock discrepancies, root causes, and corrective actions.

Monitor stock adjustments and ensure proper authorization.

Data Integrity & System Management

Maintain accurate stock data in WMS/ERP systems.

Validate inbound and outbound transactions for completeness.

Ensure correct item master data, locations, and batch/lot information.

Reconcile physical stock with system records.

Stock Movements & Analysis

Track stock movements across inbound, outbound, returns, and production flows.

Analyse trends in variances, shrinkage, and slow-moving or obsolete stock.



Support planning teams with accurate availability data.

Prepare inventory reports and KPI dashboards.

Warehouse Coordination

Work closely with warehouse supervisors and operators to ensure correct handling.

Support layout optimization, slotting, and replenishment strategies.

Ensure FIFO/FEFO rules are followed where applicable.

Communicate stock issues that may impact customer orders or production.

Compliance & Quality

Ensure compliance with internal controls, audit requirements, and SOPs.

Support quality checks for damaged, expired, or non-conforming goods.

Maintain traceability for batch-controlled or regulated products.

Participate in continuous improvement and Lean initiatives.

Cross-Functional Collaboration

Liaise with procurement, planning, customer service, and finance.

Provide timely updates on stock availability, risks, and discrepancies.

Support new product introductions and system changes.

Required Qualifications & Experience

Education

Vocational training or degree in Logistics, Supply Chain, Business, or related fields.

Professional Experience

2–5+ years in inventory control, warehouse operations, or supply-chain roles.

Experience with WMS/ERP systems and digital workflows.

Familiarity with cycle counting, stock reconciliation, and root-cause analysis.

Technical Skills

Strong proficiency with WMS/ERP systems (SAP, Oracle, Manhattan, etc.).

Solid Excel skills (pivot tables, lookups, basic analysis).

Understanding of warehouse processes, stock flows, and material handling.

Analytical mindset with strong attention to detail.



Languages

Fluent in the operational language (e.g., English, German, French).

Key Competencies

Competency	Description
Accuracy	Maintains precise stock records and data integrity.
Analytical Thinking	Interprets data and identifies root causes.
Problem-Solving	Resolves discrepancies quickly and effectively.
Communication	Clear, structured, and collaborative across teams.
Operational Discipline	Follows procedures and enforces inventory controls.
Time Management	Handles multiple tasks and deadlines efficiently.

KPIs & Success Measures

Inventory accuracy (%)

Cycle count completion and variance resolution

Shrinkage and damage rates

Stock reconciliation timeliness

Data accuracy in WMS/ERP

Support for on-time order fulfilment

Working Conditions

Warehouse and office environment.

Physical stock checks may require lifting, climbing, or extended walking.

Shift work or extended hours during stock counts may apply.

Use of PPE and adherence to safety rules required.



4.80. Loading/Unloading Specialist

Role Overview

The Loading/Unloading Specialist is responsible for the safe, efficient, and accurate handling of goods during inbound and outbound operations. This role ensures that trailers, containers, and vehicles are loaded and unloaded correctly, following safety standards, load-securing rules, and operational procedures. It requires strong physical capability, attention to detail, and disciplined execution in a fast-moving logistics environment.

The Loading/Unloading Specialist plays a critical role in maintaining flow, reducing delays, and protecting freight integrity.

Core Mission

Load and unload goods safely, efficiently, and accurately

Ensure correct load securing, weight distribution, and documentation

Support warehouse and cross-dock operations with disciplined material handling

Maintain safety, cleanliness, and operational flow on the dock or yard

Key Responsibilities

Inbound Unloading

Unload trailers, containers, or vehicles using pallet trucks or forklifts (if licensed).

Inspect goods for visible damage, shortages, or irregularities.

Scan and record inbound freight using handheld devices or WMS.

Sort goods into designated lanes, pallets, or staging areas.

Outbound Loading

Load trailers or vehicles according to load plans, manifests, or route sheets.

Ensure correct sequencing, weight distribution, and pallet stability.

Apply load-securing equipment (straps, bars, nets) as required.

Communicate with supervisors or drivers regarding missing or late freight.

Material Handling

Move pallets, cartons, and goods safely across the dock or warehouse.

Operate pallet trucks, forklifts, or other MHE (if certified).

Support picking, staging, and replenishment activities when required.



Handle fragile, heavy, or hazardous materials according to procedures.

Documentation & System Updates

Scan freight during loading/unloading to maintain 100% traceability.

Record damages, exceptions, or misroutes accurately.

Support stock checks, audits, and reconciliation tasks.

Safety & Compliance

Follow all site safety rules, PPE requirements, and traffic-flow procedures.

Comply with manual-handling guidelines and equipment safety standards.

Report hazards, near-misses, or incidents promptly.

Maintain clean, organized work areas to prevent accidents.

Teamwork & Communication

Work closely with warehouse operators, supervisors, drivers, and planners.

Communicate clearly about freight issues, delays, or operational challenges.

Support cross-training and flexible task allocation across shifts.

Required Qualifications & Experience

Education

No formal degree required; vocational training in logistics is an advantage.

Professional Experience

Experience in warehouse, cross-dock, or transport operations preferred.

Familiarity with scanning devices, WMS, or digital workflows is beneficial.

Technical Skills

Ability to operate pallet trucks; forklift license is an advantage.

Competence with handheld scanners and basic IT tools.

Understanding of load-securing principles and safe handling techniques.

Physical ability to lift, carry, push, and pull goods.

Languages

Basic communication skills in the operational language (e.g., English, German, French).

Key Competencies



Competency	Description
Safety Awareness	Always prioritizes safe working practices.
Accuracy	Ensures precise loading, unloading, and scanning.
Efficiency	Works quickly without compromising safety or quality.
Teamwork	Collaborates effectively across shifts and teams.
Reliability	Consistent, punctual, and dependable.
Physical Endurance	Handles demanding physical tasks throughout the shift.

KPIs & Success Measures

Loading/unloading accuracy

Trailer turnaround time

Damage rate

Productivity (pallets/hour or cartons/hour)

Safety compliance and incident reduction

On-time outbound dispatch

Working Conditions

Fast-paced dock or warehouse environment.

Physical work involves lifting, carrying, pushing, and pulling.

Exposure to variable temperatures depends on facility design.

Shift work, nights, weekends, or peak-season overtime may apply.

Use of PPE and adherence to safety rules required.



4.81. Palletization Specialist

Role Overview

The Palletization Specialist is responsible for building, organizing, and securing pallets to ensure goods are prepared safely and efficiently for storage, transport, or cross-dock operations. This role requires strong attention to detail, physical capability, and disciplined adherence to load-securing standards, packaging requirements, and warehouse procedures.

The Palletization Specialist plays a critical role in protecting product integrity, reducing damage, and ensuring smooth outbound operations.

Core Mission

Build stable, compliant, and transport-ready pallets

Ensure correct stacking, wrapping, and load-securing techniques

Maintain accuracy, safety, and efficiency in pallet preparation

Support warehouse and cross-dock teams with reliable pallet flow

Key Responsibilities

Pallet Building & Preparation

Stack goods on pallets according to product type, weight, size, and stability rules.

Follow pallet configuration guidelines (e.g., column stacking, interlocking).

Ensure correct orientation, alignment, and height limits.

Apply stretch-wrap, straps, corner boards, or other securing materials.

Quality & Compliance

Inspect goods for damage, packaging issues, or irregularities before palletizing.

Ensure pallets meet customer, carrier, or internal specifications.

Maintain compliance with load-securing standards and safety regulations.

Label pallets accurately with barcodes, destination tags, or batch information.

Warehouse Coordination

Work closely with picking, inbound, and outbound teams.

Stage completed pallets in designated areas for loading or storage.

Support replenishment, consolidation, or re-palletization tasks.

Communicate issues such as shortages, overages, or damaged goods.



Material Handling

Move pallets using pallet trucks or forklifts (if licensed).

Support loading/unloading activities when required.

Handle fragile, heavy, or hazardous materials according to procedures.

Safety & Housekeeping

Follow all warehouse safety rules, PPE requirements, and manual-handling guidelines.

Maintain clean, organized palletizing areas to prevent hazards.

Report incidents, near-misses, or unsafe conditions promptly.

Participate in safety briefings and continuous improvement initiatives.

Teamwork & Communication

Collaborate with warehouse operators, supervisors, and drivers.

Communicate clearly about pallet readiness, delays, or product issues.

Support cross-training and flexible task allocation across shifts.

Required Qualifications & Experience

Education

No formal degree required; vocational training in logistics is an advantage.

Professional Experience

Experience in warehouse, production, or logistics environments preferred.

Familiarity with palletizing, packaging, or material-handling tasks is beneficial.

Technical Skills

Strong understanding of pallet-building techniques and load stability.

Ability to operate pallet trucks; forklift license is an advantage.

Competence with handheld scanners and basic IT tools.

Physical ability to lift, carry, and move goods.

Languages

Basic communication skills in the operational language (e.g., English, German, French).

Key Competencies



Competency	Description
Attention to Detail	Ensures precise stacking, wrapping, and labelling.
Safety Awareness	Prioritizes safe handling and load-securing practices.
Efficiency	Works quickly without compromising quality.
Reliability	Consistent, punctual, and dependable.
Physical Endurance	Handles repetitive, physically demanding tasks.
Teamwork	Collaborates effectively across warehouse functions.

KPIs & Success Measures

Pallet quality and stability

Damage rate reduction

Productivity (pallets/hour)

Accuracy of labelling and documentation

Compliance with pallet standards

Safety performance and incident reduction

Working Conditions

Warehouse or cross-dock environment with variable temperatures.

Physical work involving lifting, stacking, bending, and wrapping.

Shift work, weekends, or peak-season overtime may apply.

Use of PPE and adherence to safety rules required.



4.82. Warehouse Manager

Role Overview

The Warehouse Manager is responsible for leading, organizing, and optimizing all warehouse operations, ensuring safe, efficient, and accurate handling of goods across inbound, outbound, storage, and inventory processes. This role provides strategic and hands-on leadership, drives continuous improvement, ensures compliance with safety and quality standards, and delivers high service levels to internal and external customers.

The Warehouse Manager acts as the operational leader of the facility, accountable for performance, people, processes, and cost control.

Core Mission

Lead warehouse operations with safety, accuracy, and efficiency

Ensure full compliance with legal, safety, and quality standards

Drive productivity, cost control, and continuous improvement

Develop teams, strengthen processes, and support digital transformation

Deliver reliable service to customers, carriers, and internal stakeholders

Key Responsibilities

Leadership & People Management

Lead, coach, and develop warehouse supervisors, team leaders, forklift drivers, and operators.

Set clear performance expectations and ensure accountability across all shifts.

Manage recruitment, onboarding, training, and staff development.

Foster a culture of safety, teamwork, and operational excellence.

Operational Oversight

Oversee inbound, outbound, picking, packing, palletizing, loading, and storage activities.

Ensure accurate scanning, WMS updates, and inventory integrity.

Monitor daily workflow, resource allocation, and throughput.

Resolve operational issues quickly and ensure smooth shift handovers.

Safety, Compliance & Quality

Enforce warehouse safety rules, PPE requirements, and traffic-flow procedures.



Ensure compliance with manual-handling guidelines, equipment standards, and legal obligations.

Lead safety audits, incident investigations, and corrective actions.

Maintain quality standards for goods handling, packaging, and storage.

Equipment & Facility Management

Oversee safe use and maintenance of forklifts, pallet trucks, conveyors, and other MHE.

Ensure equipment inspections are completed and defects addressed promptly.

Manage facility upkeep, housekeeping, and layout optimization.

Coordinate with maintenance and external service providers.

Performance Management & Reporting

Monitor KPIs such as:

Picking accuracy

Inventory accuracy

Productivity (lines/hour, pallets/hour)

Dock turnaround time

Damage rate

Cost per unit handled

Analyse operational data and implement improvement actions.

Prepare performance reports for senior management.

Stakeholder & Customer Communication

Collaborate with transport planners, customer service, procurement, and production teams.

Communicate proactively about delays, stock issues, or operational risks.

Support customer audits, visits, and quality reviews.

Build strong relationships with carriers, suppliers, and internal partners.

Continuous Improvement & Digitalization

Identify bottlenecks and lead process improvement initiatives (Lean, 5S, Kaizen).

Drive digital transformation (WMS optimization, automation, scanning tools).

Implement SOPs, work instructions, and best-practice standards.



Promote a culture of innovation and operational discipline.

Cost Control & Budget Support

Manage labour planning, overtime, and resource utilization.

Control warehouse costs (MHE, consumables, damages, waste).

Support budgeting, forecasting, and cost-reduction initiatives.

Required Qualifications & Experience

Education

Degree in Logistics, Supply Chain, Business Administration, or related fields.

Professional Experience

5–10+ years in warehouse, logistics, or distribution operations.

Proven experience in a supervisory or managerial role.

Strong background in WMS, inventory control, and warehouse processes.

Technical Skills

Proficiency with WMS/ERP systems and digital workflows.

Strong analytical skills with Excel or BI tools.

Solid understanding of warehouse layout, slotting, and material-handling flows.

Knowledge of safety standards, compliance requirements, and MHE operations.

Languages

Fluent in the operational language (e.g., English, German, French).

Key Competencies

Competency	Description
Leadership	Inspires teams, drives accountability, and builds capability.
Operational Mastery	Deep understanding of warehouse processes and constraints.
Decision-Making	Makes clear, timely decisions under pressure.
Communication	Transparent, structured, and effective across all levels.
Problem-Solving	Handles disruptions calmly and implements sustainable solutions.



Competency	Description
Strategic Thinking	Balances daily execution with long-term improvement.
Continuous Improvement	Constantly seeks better, safer, more efficient processes.

KPIs & Success Measures

Inventory accuracy

Picking/packing accuracy

Productivity and throughput

Safety performance and incident reduction

On-time outbound dispatch

Damage rate

Cost efficiency

Team engagement and retention

Working Conditions

Warehouse environment with variable temperatures depending on product type.

On-site presence required across shifts.

Occasional extended hours during peak periods.

Use of PPE and adherence to safety rules is mandatory.



4.83. Warehouse Employee – Transshipment Warehouse

Role Overview

The Warehouse Employee in a transshipment warehouse is responsible for the fast, safe, and accurate handling of goods moving through the facility. This role focuses on unloading inbound vehicles, sorting freight by destination, and loading outbound vehicles according to strict schedules. It requires strong physical capability, attention to detail, and disciplined adherence to safety and operational procedures.

The role is central to ensuring smooth freight flow, minimal dwell time, and reliable service performance across the transport network.

Core Mission

Unload, sort, and reload freight quickly and accurately

Maintain safe and efficient transshipment operations

Ensure correct scanning, documentation, and freight integrity

Support time-critical outbound departures

Key Responsibilities

Inbound Handling

Unload trucks, trailers, or containers using pallet trucks or forklifts (if licensed).

Inspect incoming freight for visible damage or irregularities.

Scan and record inbound goods using handheld devices or WMS.

Sort freight by route, destination, or service level.

Transshipment & Sorting

Move freight across the dock according to sorting plans.

Place goods in designated lanes, pallets, or staging areas.

Ensure correct sequencing for outbound loading.

Support rapid freight flow during peak periods.

Outbound Loading

Load outbound vehicles according to load plans, manifests, or route sheets.

Ensure correct placement, weight distribution, and pallet stability.

Apply load-securing equipment (straps, bars, nets) as required.



Communicate with supervisors or drivers regarding missing or late freight.

Material Handling

Operate pallet trucks, forklifts, or other MHE (if certified).

Move pallets, cartons, and goods safely across the dock.

Support repalletization, consolidation, or freight rework when needed.

Documentation & System Updates

Scan freight during all handling steps to maintain 100% traceability.

Record damages, exceptions, or misroutes accurately.

Support inventory checks, audits, and reconciliation tasks.

Safety & Compliance

Follow all warehouse safety rules, PPE requirements, and traffic-flow procedures.

Comply with manual-handling guidelines and equipment safety standards.

Report hazards, near-misses, or incidents promptly.

Maintain clean, organised work areas to prevent accidents.

Teamwork & Communication

Work closely with supervisors, drivers, planners, and fellow warehouse staff.

Communicate clearly about freight issues, delays, or operational challenges.

Support cross-training and flexible task allocation across shifts.

Required Qualifications & Experience

Education

No formal degree required; vocational training in logistics is an advantage.

Professional Experience

Experience in transshipment, cross-dock, or warehouse environments preferred.

Familiarity with scanning devices, WMS, or digital workflows is beneficial.

Technical Skills

Ability to operate pallet trucks; forklift licence is an advantage.

Competence with handheld scanners and basic IT tools.

Understanding of load-securing principles and safe handling techniques.



Physical ability to lift, carry, push, and pull goods.

Languages

Basic communication skills in the operational language (e.g., English, German, French).

Key Competencies

Competency	Description
Accuracy	Ensures precise sorting, scanning, and loading.
Speed & Efficiency	Works quickly without compromising safety or quality.
Safety Awareness	Always prioritizes safe working practices.
Teamwork	Collaborates effectively across shifts and teams.
Reliability	Consistent, punctual, and dependable.
Physical Endurance	Handles demanding physical tasks throughout the shift.

KPIs & Success Measures

Scanning accuracy

Trailer turnaround time

Damage rate

Productivity (freight handled per hour)

On-time outbound dispatch

Safety compliance and incident reduction

Working Conditions

Fast-paced transshipment or cross-dock environment.

Physical work involves lifting, carrying, pushing, and pulling.

Exposure to variable temperatures depends on facility design.

Shift work, nights, weekends, or peak-season overtime may apply.

Use of PPE and adherence to safety rules required.



4.84. Warehouse Logistics Specialist

Role Overview

The Warehouse Logistics Specialist is responsible for coordinating and optimizing the flow of goods through the warehouse, ensuring accurate inventory, efficient processes, and reliable service to internal and external customers. This role bridges operational execution with analytical oversight, supporting inbound, outbound, storage, and replenishment activities while maintaining high standards of safety, quality, and data accuracy.

The Warehouse Logistics Specialist acts as a key link between warehouse operations, transport, planning, and customer service.

Core Mission

Ensure smooth, accurate, and efficient warehouse logistics processes

Maintain inventory integrity and support data-driven decision-making

Coordinate inbound/outbound flows and optimize warehouse performance

Support continuous improvement, digitalization, and operational excellence

Key Responsibilities

Operational Coordination

Coordinate daily inbound, outbound, and internal warehouse flows.

Ensure timely receipt, put-away, picking, packing, and dispatch of goods.

Monitor workload distribution and support supervisors with resource planning.

Resolve operational bottlenecks and escalate issues when necessary.

Inventory Control & Data Accuracy

Maintain accurate stock levels through cycle counts and reconciliation.

Investigate discrepancies and implement corrective actions.

Ensure accurate WMS/ERP updates for all stock movements.

Support inventory audits and compliance checks.

Process Optimisation

Analyse warehouse processes and identify improvement opportunities.

Support layout optimisation, slotting strategies, and replenishment planning.

Contribute to Lean, 5S, and continuous improvement initiatives.



Assist in implementing new systems, tools, or automation solutions.

Inbound & Outbound Coordination

Liaise with transport teams to schedule inbound and outbound vehicles.

Ensure correct documentation (CMR, delivery notes, pick lists).

Monitor trailer turnaround times and dock utilization.

Communicate delays, shortages, or operational risks proactively.

Safety, Quality & Compliance

Ensure adherence to warehouse safety rules, PPE requirements, and SOPs.

Support quality checks for damaged, expired, or non-conforming goods.

Maintain compliance with regulatory and customer requirements.

Participate in safety briefings, audits, and incident investigations.

Cross-Functional Collaboration

Work closely with warehouse supervisors, planners, procurement, and customer service.

Provide timely updates on stock availability, operational status, and risks.

Support customer queries related to stock, orders, or logistics processes.

Facilitate communication between warehouse teams and other departments.

Required Qualifications & Experience

Education

Vocational training or degree in Logistics, Supply Chain, Business, or related fields.

Professional Experience

2–5+ years in warehouse logistics, inventory control, or supply-chain operations.

Experience with WMS/ERP systems and digital workflows.

Familiarity with inbound/outbound processes, stock management, and warehouse KPIs.

Technical Skills

Proficiency with WMS/ERP systems (SAP, Oracle, Manhattan, etc.).

Strong Excel skills (pivot tables, lookups, basic analysis).

Understanding of warehouse layout, material-handling flows, and inventory principles.

Ability to operate or supervise MHE (forklift licence is an advantage).



Languages

Fluent in the operational language (e.g., English, German, French).

Key Competencies

Competency	Description
Analytical Thinking	Interprets data and identifies improvement opportunities.
Operational Discipline	Ensures accuracy and adherence to procedures.
Communication	Clear, structured, and effective across teams.
Problem-Solving	Resolves operational issues quickly and effectively.
Teamwork	Collaborates well with cross-functional partners.
Time Management	Handles multiple priorities efficiently.
Continuous Improvement	Seeks better, faster, safer ways of working.

KPIs & Success Measures

Inventory accuracy

On-time inbound/outbound processing

Productivity and throughput

Data accuracy in WMS/ERP

Damage and discrepancy rates

Safety performance

Support for customer service and planning

Working Conditions

Warehouse and office environment.

Physical presence on the warehouse floor required.

Shift work or extended hours during peak periods may apply.

Use of PPE and adherence to safety rules required.



4.85. Road Safety Officer

(Compliance, Safety & Regulatory Role)

Role Overview

The Road Safety Officer is responsible for promoting, monitoring, and enforcing road-safety standards across transport operations, infrastructure, and public environments. This role ensures compliance with national and EU regulations, supports accident prevention initiatives, conducts inspections, and provides expert guidance to drivers, fleet managers, and operational teams. The Road Safety Officer acts as a key guardian of safety culture, regulatory adherence, and continuous improvement in road-transport environments.

Core Mission

Ensure compliance with road-safety laws, regulations, and company standards

Reduce accidents, incidents, and unsafe behaviours through proactive interventions

Conduct inspections, audits, and investigations to maintain safety integrity

Provide training, guidance, and regulatory expertise to operational teams

Support continuous improvement in road-safety performance

Key Responsibilities

Safety Compliance & Regulatory Oversight

Monitor compliance with:

National road-traffic laws

EU Mobility Package

Driving/rest time regulations (AETR)

Vehicle safety and maintenance standards

ADR rules (if applicable)

Conduct audits of fleet, drivers, and operational sites.

Ensure documentation, licences, and certifications are valid and up to date.

Driver Safety & Behaviour Monitoring

Review tachograph data, telematics reports, and driving-behaviour analytics.

Identify unsafe behaviours (speeding, harsh braking, fatigue risks).

Provide coaching, corrective actions, and follow-up plans for drivers.



Support onboarding and refresher training for safe driving practices.

Incident & Accident Investigation

Lead investigations into road accidents, near-misses, and safety breaches.

Collect evidence, interview involved parties and analyse root causes.

Prepare detailed reports with corrective and preventive actions.

Track implementation of recommendations and monitor effectiveness.

Vehicle & Equipment Safety

Inspect vehicles for roadworthiness, safety equipment, and compliance.

Verify maintenance schedules, defect reporting, and repair records.

Ensure proper use of PPE, load-securing equipment, and ADR kits.

Safety Performance & Reporting

Monitor KPIs such as:

Accident frequency and severity

Compliance audit results

Driving-behaviour indicators

Near-miss reporting rates

Prepare safety dashboards, reports, and presentations for management.

Identify trends and propose targeted improvement initiatives.

Training, Awareness & Culture Building

Deliver toolbox talks, safety briefings, and awareness campaigns.

Support development of SOPs, safety manuals, and training materials.

Promote a proactive safety culture across drivers, planners, and warehouse teams.

Participate in safety committees and cross-functional working groups.

Stakeholder & Regulatory Liaison

Collaborate with fleet managers, HR, operations, and compliance teams.

Liaise with external authorities (police, transport regulators, inspection bodies).

Support customer audits and provide safety-related documentation.

Represent the organisation in safety forums or industry groups.

Required Qualifications & Experience



Education

Degree or vocational qualification in Transport, Safety Management, Compliance, or related fields.

Professional Experience

3–7+ years in road-safety, compliance, fleet management, or transport operations.

Experience with accident investigation, audits, or regulatory inspections.

Familiarity with tachograph analysis, telematics, and safety systems.

Technical Skills

Strong knowledge of road-safety legislation and transport regulations.

Ability to interpret tachograph data and telematics reports.

Competence with safety-management systems and audit tools.

Strong analytical and reporting skills.

Languages

Fluent in the operational language (e.g., English, German, French).

Key Competencies

Competency	Description
Regulatory Expertise	Deep understanding of road-safety laws and compliance requirements.
Analytical Thinking	Interprets data and identifies root causes and trends.
Communication	Clear, structured, and confident with drivers and management.
Leadership	Influences behaviour and drives a strong safety culture.
Problem-Solving	Handles incidents calmly and implements sustainable solutions.
Attention to Detail	Ensures accuracy in audits, inspections, and reporting.

KPIs & Success Measures

Reduction in accidents and incidents

Compliance audit results

Driver-behaviour improvement metrics

Near-miss reporting and follow-up quality



Regulatory inspection outcomes

Safety-training participation and effectiveness

Working Conditions

Combination of office, depot, and on-road environments.

Regular travel to operational sites, customer locations, and inspection points.

Exposure to outdoor conditions and vehicle-yard environments.

Occasional extended hours during investigations or audits.



4.86. Compliance Manager (Transport)

Role Overview

The Compliance Manager (Transport) is responsible for ensuring that all transport operations comply with legal, regulatory, and company standards across road-freight, fleet management, driver operations, and safety systems. This role leads to compliance strategy, conducts audits, manages regulatory risk, and supports continuous improvement in safety, quality, and operational integrity.

The Compliance Manager acts as the organisation's authority on transport legislation, ensuring safe, lawful, and efficient operations across all routes, depots, and fleets.

Core Mission

Ensure full compliance with transport laws, safety regulations, and internal policies

Protect the organization from regulatory, operational, and reputational risk

Lead audits, investigations, and corrective-action programs

Provide expert guidance to drivers, planners, fleet managers, and leadership

Drive a strong culture of safety, discipline, and continuous improvement

Key Responsibilities

Regulatory Compliance & Governance

Ensure adherence to:

EU Mobility Package

Driving/rest time regulations (AETR)

National road-transport laws

Tachograph and working-time rules

ADR regulations (if applicable)

Vehicle safety and maintenance standards

Maintain up-to-date knowledge of regulatory changes and impacts on communication.

Develop, implement, and update compliance policies, SOPs, and manuals.

Audits, Inspections & Monitoring

Conduct internal audits for:

Tachograph data

Driver hours



Vehicle maintenance records

Licensing and certification

Load-securing and safety practices

Prepare for and support external inspections by authorities.

Track non-conformities and ensure timely corrective actions.

Driver Compliance & Behaviour Oversight

Review telematics data, tachograph reports, and behavioural indicators.

Identify violations (speeding, harsh braking, fatigue risks, route deviations).

Lead coaching, disciplinary processes, and improvement plans.

Support driver onboarding and refresher training on compliance topics.

Fleet & Operational Compliance

Ensure vehicles meet legal roadworthiness standards.

Verify maintenance schedules, defect reporting, and repair documentation.

Oversee compliance for subcontractors and third-party carriers.

Support safe loading, ADR handling, and site-specific safety requirements.

Incident & Accident Investigation

Lead investigations into accidents, near-misses, and compliance breaches.

Conduct root-cause analysis and develop preventive actions.

Prepare detailed reports for management and regulatory bodies.

Monitor implementation of corrective actions.

Reporting & Performance Management

Track KPIs such as:

Compliance audit scores

Driver-behaviour metrics

Accident/incident rates

Regulatory violations

Tachograph infringements

Prepare compliance dashboards and reports for senior leadership.

Identify trends and propose targeted improvement initiatives.



Stakeholder & Regulatory Liaison

Collaborate with operations, HR, fleet management, safety, and planning teams.

Liaise with transport authorities, police, inspection bodies, and insurers.

Support customer audits and provide compliance documentation.

Represent the organisation in industry forums or regulatory discussions.

Required Qualifications & Experience

Education

Degree in Transport Management, Compliance, Law, Safety Management, or related fields.

Professional Experience

5–10+ years in transport compliance, fleet management, road safety, or regulatory roles.

Strong experience with tachograph analysis, audits, and legal compliance.

Background in road-freight, logistics, or multimodal transport is highly preferred.

Technical Skills

Deep knowledge of transport legislation and compliance frameworks.

Proficiency with tachograph analysis tools and telematics platforms.

Strong analytical and reporting skills.

Ability to develop policies, SOPs, and training materials.

Languages

Fluent in the operational language (e.g., English, German, French).

Key Competencies

Competency	Description
Regulatory Expertise	Mastery of transport laws, safety rules, and compliance standards.
Leadership	Influences behaviour and drives a strong compliance culture.
Analytical Thinking	Interprets data, identifies risks, and proposes solutions.
Communication	Clear, structured, and confident with all stakeholders.
Integrity	Acts with professionalism, confidentiality, and ethical discipline.



Competency	Description
Problem-Solving	Handles incidents calmly and implements sustainable improvements.

KPIs & Success Measures

Reduction in compliance violations

Audit performance and regulatory inspection outcomes

Driver-behaviour improvement metrics

Accident and incident reduction

Quality of investigations and corrective actions

Subcontractor compliance performance

Working Conditions

Combination of office, depot, and on-road environments.

Regular travel to operational sites and inspection points.

Exposure to vehicle yards, workshops, and transport hubs.

Occasional extended hours during audits or investigations.



4.87. Tachograph Analyst

Role Overview

The Tachograph Analyst is responsible for monitoring, analyzing, and reporting on driver hours, tachograph data, and compliance with legal driving/rest-time regulations. This role ensures that transport operations remain fully compliant with EU and national legislation, supports safe driver behaviour, and reduces regulatory risk. The Tachograph Analyst works closely with drivers, planners, fleet managers, and compliance teams to maintain operational integrity and prevent infringements.

Core Mission

Analyse tachograph data to ensure full compliance with driving/rest-time rules

Identify infringements, trends, and behavioural risks

Provide clear feedback, coaching, and corrective actions to drivers and managers

Support audits, investigations, and regulatory reporting

Strengthen the organisation's safety and compliance culture

Key Responsibilities

Tachograph Data Analysis

Download, process, and analyse driver card and vehicle unit data.

Review daily, weekly, and monthly driving/rest-time compliance.

Identify infringements such as:

Exceeding driving hours

Insufficient rest periods

Break violations

Unauthorised driving

Mode misuse

Produce detailed reports and dashboards for management.

Compliance Monitoring

Ensure adherence to:

EU Mobility Package

AETR regulations

Working Time Directive



National transport laws

Monitor telematics data for speeding, harsh braking, idling, and route deviations.

Track repeat offenders and escalate persistent non-compliance.

Investigations & Corrective Actions

Conduct root-cause analysis of infringements and behavioural patterns.

Prepare corrective-action plans and follow-up schedules.

Support accident, incident, or compliance-breach investigations.

Maintain accurate records for internal and external audits.

Driver Coaching & Support

Provide clear, constructive feedback to drivers on infringements.

Conduct one-to-one coaching sessions and refresher briefings.

Support onboarding of new drivers with tachograph and compliance training.

Promote safe and compliant driving behaviour across the fleet.

Documentation & Reporting

Maintain secure, organised records of tachograph data and analysis.

Prepare compliance reports for management, customers, and authorities.

Support regulatory inspections and customer audits.

Ensure timely data downloads and archiving according to legal requirements.

Cross-Functional Collaboration

Work closely with:

Compliance Managers

Fleet Managers

Transport Planners

HR and Training Teams

Provide insights to improve planning, scheduling, and operational discipline.

Support subcontractor compliance monitoring where applicable.

Required Qualifications & Experience

Education



Vocational training or degree in Transport Management, Compliance, Logistics, or related fields.

Professional Experience

2–5+ years in transport compliance, fleet operations, or tachograph analysis.

Experience with tachograph software and telematics platforms.

Familiarity with EU driving/rest-time rules and transport legislation.

Technical Skills

Proficiency with tachograph analysis tools (e.g., TachoScan, Optac, TruTac).

Strong understanding of EU Mobility Package and AETR rules.

Ability to interpret telematics data and behavioural indicators.

Strong Excel and reporting skills.

Analytical mindset with high attention to detail.

Languages

Fluent in the operational language (e.g., English, German, French).

Key Competencies

Competency	Description
Regulatory Expertise	Deep understanding of tachograph and driving-time laws.
Analytical Thinking	Identifies patterns, risks, and root causes.
Communication	Clear, structured, and confident with drivers and managers.
Integrity	Handles sensitive compliance data with professionalism.
Problem-Solving	Provides practical, sustainable corrective actions.
Attention to Detail	Ensures accuracy in analysis and reporting.

KPIs & Success Measures

Reduction in tachograph infringements

Driver-behaviour improvement metrics

Audit and inspection outcomes

Timeliness of data downloads and reporting

Quality of investigations and corrective actions



Compliance performance of subcontractors (if applicable)

Working Conditions

Office-based with regular visits to depots and fleet locations.

Occasional travel for driver coaching or investigations.

Exposure to operational environments such as yards and workshops.

Extended hours may apply during audits or compliance events.



4.88. Dangerous Goods Safety Advisor (DGSA)

(Compliance, Safety & Regulatory Role – ADR 1.8.3)

Role Overview

The Dangerous Goods Safety Advisor (DGSA) is responsible for ensuring that all activities involving the transport, loading, unloading, and handling of dangerous goods comply with ADR regulations and national legislation. This role provides expert guidance, conducts audits, investigates incidents, and supports continuous improvement in safety, environmental protection, and regulatory compliance.

The DGSA acts as the organisation's designated specialist for hazardous-goods compliance, advising management, training staff, and ensuring safe, lawful, and efficient operations.

Core Mission

Ensure full compliance with ADR and dangerous-goods legislation

Protect people, assets, and the environment from hazardous-goods risks

Conduct audits, inspections, and incident investigations

Provide expert advice, training, and regulatory interpretation

Prepare mandatory annual DGSA reports and improvement plans

Key Responsibilities

Regulatory Compliance & Governance

Ensure compliance with:

ADR (European Agreement concerning the International Carriage of Dangerous Goods by Road)

RID/IMDG/IATA (if multimodal)

National Dangerous Goods Legislation

Packaging, labelling, and documentation requirements

Monitor regulatory updates and advise management on implications.

Develop and maintain dangerous-goods policies, SOPs, and emergency procedures.

Audits, Inspections & Monitoring

Conduct regular audits of:

Packaging, marking, and labelling

Vehicle and container compliance



Documentation (transport documents, instructions in writing)

Load securing and segregation

Warehouse storage and handling practices

Identify non-conformities and ensure corrective actions are implemented.

Incident & Accident Investigation

Investigate dangerous-goods incidents, leaks, spills, or regulatory breaches.

Conduct root-cause analysis and propose preventive measures.

Prepare mandatory incident reports for authorities when required.

Track implementation of corrective actions and evaluate effectiveness.

Operational Support & Expert Guidance

Advise on:

Classification of substances

Packaging and UN-approved containers

Compatibility and segregation

Vehicle requirements and equipment

Documentation and emergency instructions

Support transport planners, warehouse teams, and drivers with compliance queries.

Training & Awareness

Provide training and awareness sessions for:

Drivers

Warehouse staff

Planners and customer service

Subcontractors

Ensure staff understand their responsibilities under ADR and internal procedures.

Reporting & Documentation

Prepare the legally required **Annual DGSA Report** for management.

Maintain records of audits, incidents, training, and compliance checks.

Support customer audits and provide DGSA-related documentation.

Ensure proper archiving of dangerous-goods documentation.



Stakeholder & Regulatory Liaison

Liaise with:

Competent authorities

Inspection bodies

Emergency services

Customers and suppliers

Represent the organisation in dangerous-goods forums or industry groups.

Required Qualifications & Experience

Education

Valid DGSA certification issued by the competent authority (ADR 1.8.3).

Additional qualifications in transport, chemistry, safety, or logistics are an advantage.

Professional Experience

3–7+ years in dangerous-goods compliance, chemical logistics, or transport operations.

Experience with audits, investigations, and regulatory inspections.

Familiarity with multimodal dangerous-goods regulations (ADR/RID/IMDG/IATA) is beneficial.

Technical Skills

Deep knowledge of ADR and dangerous-goods legislation.

Strong understanding of packaging, labelling, and classification rules.

Ability to interpret SDS (Safety Data Sheets) and UN classification tables.

Competence with compliance software, reporting tools, and documentation systems.

Strong analytical and problem-solving skills.

Languages

Fluent in the operational language (e.g., English, German, French).

Key Competencies

Competency	Description
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Regulatory Expertise	Mastery of ADR and dangerous-goods requirements.
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Risk Awareness	Identifies hazards and implements preventive measures.
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Competency	Description
Analytical Thinking	Conducts thorough audits and investigations.
Communication	Clear, structured, and confident with all stakeholders.
Integrity	Ensures compliance with professionalism and ethical discipline.
Leadership	Influences behaviour and drives a strong safety culture.

KPIs & Success Measures

Compliance audit results

Reduction in dangerous-goods incidents

Quality and timeliness of DGSA annual reports

Corrective-action implementation rate

Staff training participation and effectiveness

Regulatory inspection outcomes

Working Conditions

Combination of office, warehouse, and transport-yard environments.

Regular travel to depots, customer sites, and inspection points.

Exposure to hazardous-goods storage and handling areas.

Occasional extended hours during audits or incidents.



4.89. Customs Brokerage Agent

Role Overview

The Customs Brokerage Agent is responsible for preparing, submitting, and managing customs declarations for import, export, and transit shipments. This role ensures full compliance with customs regulations, supports smooth border clearance, and provides expert guidance to customers, carriers, and internal teams. It requires strong attention to detail, regulatory knowledge, and the ability to work efficiently in a time-sensitive environment.

The Customs Brokerage Agent plays a critical role in maintaining trade compliance, minimizing delays, and ensuring accurate documentation across international supply chains.

Core Mission

Prepare and process compliant customs declarations

Ensure accurate classification, valuation, and documentation

Support customers and internal teams with customs expertise

Prevent delays, penalties, and compliance risks

Maintain strong relationships with customs authorities and partners

Key Responsibilities

Customs Declaration Processing

Prepare and submit import, export, and transit declarations (e.g., ICS, ECS, NCTS).

Verify accuracy of commercial invoices, packing lists, certificates, and transport documents.

Ensure correct HS classification, customs valuation, and origin determination.

Manage duty, VAT, and excise calculations where applicable.

Regulatory Compliance

Ensure compliance with:

EU Customs Code (UCC)

National customs regulations

Sanctions, embargoes, and trade-restriction rules

Special regimes (bonded warehousing, inward/outward processing, temporary admission)



Monitor regulatory changes and advise stakeholders accordingly.

Maintain accurate records for audit and legal requirements.

Documentation & Data Accuracy

Review documentation for completeness and correctness.

Ensure accurate data entry into customs systems and brokerage platforms.

Maintain digital and physical records according to retention rules.

Resolve discrepancies in documentation or shipment details.

Customer & Stakeholder Support

Communicate with customers regarding required documents, shipment status, and customs issues.

Provide guidance on classification, origin, valuation, and compliance requirements.

Coordinate with carriers, freight forwarders, warehouses, and customs authorities.

Support customer audits and provide necessary documentation.

Issue Resolution & Escalation

Identify and resolve customs holds, inspections, and clearance delays.

Liaise with customs officers to clarify or provide additional information.

Escalate complex compliance issues to senior specialists or management.

Support investigations into customs discrepancies or regulatory breaches.

Reporting & Administration

Prepare daily clearance reports and status updates.

Track KPIs such as clearance times, accuracy rates, and compliance performance.

Support internal audits and continuous improvement initiatives.

Required Qualifications & Experience

Education

Vocational training or degree in International Trade, Customs, Logistics, or related fields.

Professional Experience

2–5+ years in customs brokerage, freight forwarding, or trade compliance.

Experience with customs systems (e.g., ATLAS, DELTA, PLDA, CHIEF/CDS depending on country).



Familiarity with HS classification, valuation, and origin rules.

Technical Skills

Strong knowledge of customs regulations and trade-compliance principles.

Proficiency with customs-declaration software and ERP/WMS systems.

Ability to interpret commercial documents and regulatory requirements.

Strong Excel and data-management skills.

Languages

Fluent in the operational language (e.g., English, German, French).

Additional languages are an advantage for international operations.

Key Competencies

Competency	Description
Attention to Detail	Ensures accuracy in declarations and documentation.
Regulatory Knowledge	Understands customs laws and compliance requirements.
Communication	Clear, structured, and professional with customers and authorities.
Problem-Solving	Resolves clearance issues quickly and effectively.
Time Management	Handles high-volume, time-critical tasks efficiently.
Integrity	Maintains confidentiality and ethical compliance.

KPIs & Success Measures

Declaration accuracy rate

Clearance time performance

Compliance audit results

Reduction in customs holds and penalties

Customer satisfaction and responsiveness

Documentation completeness and data quality

Working Conditions

Office-based environment with frequent digital communication.

Occasional visits to warehouses, border points, or customs offices.



Time-sensitive workload with peaks during cut-off times.

Extended hours may apply during high-volume periods.

4.90. Border Control Specialist (Road Freight)

Role Overview

The Border Control Specialist (Road Freight) is responsible for ensuring that all road-freight movements crossing national borders comply with customs, security, immigration, and transport regulations. This role verifies documentation, inspects vehicles and cargo, prevents illegal or non-compliant movements, and supports smooth, lawful, and efficient border operations.

The Border Control Specialist acts as a key guardian of border integrity, trade compliance, and transport-network security.

Core Mission

Ensure compliant and secure cross-border road-freight movements

Verify documentation, cargo integrity, and regulatory adherence

Prevent illegal, unsafe, or fraudulent transport activities

Support customs, police, and regulatory authorities

Maintain accurate records and contribute to operational intelligence

Key Responsibilities

Documentation & Compliance Verification

Check transport documents such as:

CMR / waybills

Customs declarations (import/export/transit)

TIR carnets (if applicable)

ADR documentation for dangerous goods

Permits, licences, and certificates

Verify driver identity, vehicle registration, and authorizations.

Ensure compliance with customs, immigration, and transport regulations.

Vehicle & Cargo Inspection

Conduct physical inspections of:

Cargo integrity and sealing



Load securing and weight distribution

Dangerous goods labelling and equipment

Vehicle safety and compliance

Identify irregularities such as:

Smuggling attempts

Hidden compartments

Contraband or prohibited goods

Mis declared cargo

Border-Crossing Operations

Coordinate with customs, police, and border-control agencies.

Support clearance processes for import, export, and transit shipments.

Manage queues, traffic flow, and inspection priorities.

Facilitate rapid, compliant border crossings for legitimate freight.

Risk Assessment & Intelligence

Identify high-risk shipments based on:

Documentation inconsistencies

Behavioral indicators

Route patterns

Cargo type or origin

Report suspicious activities to relevant authorities.

Contribute to intelligence gathering and risk-profiling systems.

Incident Response & Enforcement Support

Respond to:

Non-compliant cargo

Security breaches

Illegal immigration attempts

Dangerous goods violations

Support investigations and evidence collection.

Assist in detaining vehicles or cargo when required by authorities.



Reporting & Record Keeping

Maintain accurate logs of inspections, findings, and actions taken.

Prepare reports for management, customs, and enforcement agencies.

Track KPIs such as inspection rates, non-compliance findings, and clearance times.

Stakeholder Collaboration

Work closely with:

Customs officers

Border police

Transport companies

Freight forwarders

Compliance and security teams

Provide guidance on border-crossing requirements and best practices.

Required Qualifications & Experience

Education

Vocational training or degree in Customs, Security, Transport Management, or related fields.

Professional Experience

2–7+ years in border control, customs, road-freight operations, or security roles.

Experience with customs documentation, inspections, or regulatory enforcement.

Familiarity with international road-freight regulations and cross-border procedures.

Technical Skills

Strong knowledge of customs, immigration, and transport regulations.

Ability to interpret CMR, customs declarations, and ADR documentation.

Competence in vehicle and cargo inspection techniques.

Proficiency with border-control systems and digital clearance tools.

Languages

Fluent in the operational language (e.g., English, German, French).

Additional languages are an advantage for cross-border environments.

Key Competencies



Competency	Description
Regulatory Knowledge	Deep understanding of customs and border-control rules.
Attention to Detail	Detects inconsistencies and irregularities quickly.
Integrity	Handles sensitive information with professionalism.
Decision-Making	Makes clear, timely judgments under pressure.
Communication	Confident and clear with drivers, authorities, and stakeholders.
Situational Awareness	Identifies risks and suspicious behavior effectively.

KPIs & Success Measures

Compliance rate of inspected vehicles

Detection of non-compliant or illegal activities

Border-crossing efficiency and clearance times

Accuracy of documentation checks

Quality of reports and intelligence contributions

Collaboration effectiveness with authorities

Working Conditions

Border-crossing points, inspection zones, and transport hubs.

Exposure to outdoor conditions and high-traffic environments.

Shift work, nights, weekends, and peak-season intensity may apply.

Physical inspections may require lifting, climbing, or confined-space checks.

PPE and strict safety protocols are mandatory.



4.91. Quality Assurance Officer

Role Purpose

The Quality Assurance Officer ensures that all road-transport operations meet internal quality standards, regulatory requirements, customer expectations, and industry best practices. This role safeguards operational integrity across dispatch, fleet operations, driver performance, safety, documentation, and customer service. It is both analytical and operational, requiring close collaboration with drivers, planners, fleet managers, and senior leadership.

Key Responsibilities

1. Quality Management & Continuous Improvement

Maintain and improve the company's Quality Management System (QMS) aligned with ISO 9001 and transport-specific standards.

Conduct internal audits across transport operations, including dispatch, loading/unloading, fleet maintenance, and documentation workflows.

Identify non-conformities, root causes, and improvement opportunities; develop corrective and preventive action plans.

Monitor KPIs such as on-time delivery, damage rates, customer complaints, and driver performance indicators.

Lead quality-related projects to enhance efficiency, reduce errors, and strengthen service reliability.

2. Compliance & Regulatory Oversight

Ensure adherence to national and EU road-transport regulations (e.g., EU Mobility Package, driving/rest times, tachograph rules, ADR if applicable).

Verify that vehicle documentation, licenses, permits, and insurance are valid and up to date.

Support audits by authorities, customers, and certification bodies.

Maintain compliance records and ensure accurate, timely reporting.

3. Operational Quality Control

Conduct spot checks on vehicles, cargo securing, loading procedures, and driver documentation.

Review trip files, CMRs, delivery notes, and digital records for accuracy and completeness.

Monitor fleet maintenance quality, ensuring workshops follow standards and maintenance logs are properly recorded.



Evaluate subcontractor's performance and ensure they meet company quality and compliance requirements.

4. Safety & Risk Management

Support safety programs, including incident reporting, near-miss analysis, and risk assessments.

Participate in accident investigations and ensure corrective actions are implemented.

Promote a safety-first culture among drivers and operational teams.

Ensure compliance with health & safety policies and vehicle safety standards.

5. Training & Communication

Provide training to drivers and staff on quality procedures, documentation standards, and compliance topics.

Communicate quality findings, trends, and improvement plans to management and operational teams.

Develop and update SOPs, work instructions, checklists, and quality guidelines.

6. Customer Focus

Investigate customer complaints and service failures; coordinate corrective actions.

Support customer audits and provide quality-related documentation.

Ensure service delivery meets contractual and SLA requirements.

🔧 Required Skills & Competencies

Strong understanding of road-transport operations, dispatching, fleet management, and driver workflows.

Knowledge of EU transport regulations, tachograph rules, and safety standards.

Experience with ISO 9001 or similar quality frameworks.

Analytical mindset with strong problem-solving and root-cause analysis skills.

Excellent communication skills across all levels - from drivers to senior management.

Ability to work independently, manage priorities, and drive continuous improvement.

High attention to detail and strong documentation discipline.

Proficiency with transport management systems (TMS), telematics, and MS Office tools.

🎓 Qualifications

Degree or vocational training in Logistics, Transport Management, Quality Management, or related field.



Professional certifications (ISO 9001 Auditor, ADR knowledge, safety certifications) are an advantage.

Minimum 2–5 years of experience in road transport, logistics, or quality/compliance roles.

Key Interfaces

Transport Planning & Dispatch

Fleet Management & Workshop

Drivers & Subcontractors

Health & Safety

Customer Service

Senior Management

External auditors and regulatory authorities

KPIs for Success

Reduction in non-conformities and service failures

Audit performance (internal, customer, regulatory)

On-time delivery and documentation accuracy

Driver compliance rates (tachograph, safety, procedures)

Customer satisfaction and complaint resolution time

Implementation rate of corrective and preventive actions

Work Environment & Values

This role supports a culture of safety, responsibility, transparency, and continuous improvement. The Quality Assurance Officer acts as a guardian of operational excellence and a partner to all teams, ensuring that every journey meets the highest standards of professionalism and compliance.



4.92. Environmental Compliance Officer (Transport)

Role Purpose

The Environmental Compliance Officer ensures that all transport activities - fleet operations, warehousing interfaces, subcontractor activities, and administrative processes comply with environmental laws, ESG commitments, and internal sustainability standards. The role drives environmental performance, reduces operational impact, and supports the company's transition toward low-carbon, responsible transport.

Key Responsibilities

1. Regulatory Compliance & Monitoring

Ensure compliance with national and EU environmental regulations relevant to transport (e.g., emissions standards, waste management, fuel storage, noise regulations, EU Green Deal requirements).

Monitor changes in environmental legislation and assess operational impacts.

Maintain compliance documentation, permits, and environmental records.

Conduct internal environmental audits across depots, yards, workshops, and fleet operations.

2. Environmental Performance Management

Track and report environmental KPIs: fuel consumption, CO₂ emissions, energy use, waste generation, water use, and recycling rates.

Support implementation of CO₂ reduction strategies (eco-driving, route optimization, modal shift, fleet renewal, alternative fuels).

Collaborate with fleet management to ensure vehicles meet emissions standards and maintenance practices support environmental goals.

Evaluate subcontractors' environmental performance and ensure alignment with company standards.

3. ESG, Certifications & Reporting

Support ESG reporting frameworks (GRI, CSRD, ISO 14001, customer sustainability questionnaires).

Prepare environmental reports for management, customers, and regulatory authorities.

Maintain and improve the Environmental Management System (EMS) in line with ISO 14001.

Coordinate external audits and certification processes.



4. Risk Management & Incident Response

Conduct environmental risk assessments for transport operations, workshops, and storage areas.

Manage environmental incidents (fuel spills, hazardous leaks, waste mismanagement), ensuring proper reporting and corrective actions.

Develop and maintain emergency response procedures related to environmental risks.

Ensure proper handling, storage, and disposal of hazardous materials (e.g., oils, batteries, chemicals).

5. Training, Awareness & Culture Building

Train drivers, mechanics, and operational staff on environmental procedures, eco-driving, waste segregation, and spill response.

Promote a culture of environmental responsibility across the organization.

Develop environmental SOPs, guidelines, and communication materials.

6. Strategic Sustainability Initiatives

Support the company's decarbonization roadmap, including alternative fuels (HVO, LNG, electric, hydrogen).

Participate in projects related to green logistics, energy efficiency, and circular economy initiatives.

Evaluate suppliers and partners for environmental impact and sustainability alignment.

Contribute to customer tenders by providing environmental data and sustainability narratives.

✂ Required Skills & Competencies

Strong understanding of environmental regulations in transport, fleet operations, and logistics.

Knowledge of ISO 14001, ESG frameworks, and sustainability reporting.

Analytical skills for interpreting environmental data and identifying improvement opportunities.

Ability to conduct audits, risk assessments, and incident investigations.

Strong communication skills to engage drivers, technicians, managers, and external stakeholders.

Proficiency with environmental reporting tools, telematics systems, and MS Office.

High attention to detail and strong organizational discipline.



Qualifications

Degree in Environmental Science, Sustainability, Transport Management, or related field.

ISO 14001 Auditor certification is an advantage.

Experience in transport, logistics, or industrial environmental compliance (2–5 years preferred).

Knowledge of alternative fuels, emissions measurement, and decarbonization strategies is beneficial.

Key Interfaces

Fleet Management & Workshop

Transport Planning & Dispatch

Health & Safety

Quality & Compliance

Drivers & Subcontractors

Senior Management

Regulatory authorities and certification bodies

Customers (ESG reporting, audits)

KPIs for Success

Compliance rate with environmental regulations and audits

Reduction in CO₂ emissions and fuel consumption

Waste management performance and recycling rates

Environmental incident frequency and response effectiveness

Progress toward sustainability and decarbonization targets

Quality and timeliness of ESG reporting

Work Environment & Values

This role champions environmental responsibility across the transport ecosystem. The Environmental Compliance Officer acts as a bridge between operational realities and sustainability ambitions, ensuring that the company delivers efficient transport services while minimizing environmental impact.



4.93. Risk & Claims Specialist (Transport & Logistics)

Role Purpose

The Risk & Claims Specialist protects the company's financial, operational, and reputational interests by managing transport-related claims, assessing risks, coordinating with insurers, and ensuring that incidents are handled efficiently and transparently. The role strengthens resilience across road-freight operations, warehousing, subcontracting, and customer interfaces.

Key Responsibilities

1. Claims Management (Cargo, Liability, Fleet)

Handle end-to-end claims processes: cargo damage/loss, CMR liability, third-party liability, vehicle accidents, property damage, and driver incidents.

Collect and verify all documentation (CMRs, delivery notes, photos, tachograph data, statements, workshop reports).

Liaise with insurers, brokers, surveyors, and legal partners to ensure timely and fair settlement.

Coordinate with customers and subcontractors to clarify responsibilities and liability.

Maintain accurate claims records and track claim lifecycle from notification to closure.

2. Incident Investigation & Root-Cause Analysis

Conduct investigations into accidents, cargo damages, near-misses, and operational failures.

Interview drivers, planners, warehouse staff, and subcontractors to gather facts.

Identify root causes and propose corrective and preventive actions.

Support safety and compliance teams in implementing improvements.

3. Risk Assessment & Prevention

Assess operational risks across transport routes, customer sites, loading points, and subcontractor operations.

Evaluate fleet-related risks (driver behavior, telematics data, accident hotspots).

Support development of risk-mitigation strategies: driver training, cargo-securing standards, route planning, subcontractor vetting.

Participate in insurance renewal processes by providing risk data and loss-history analysis.

4. Insurance Administration



- Maintain insurance policies for fleet, cargo, liability, property, and special risks.
- Ensure certificates of insurance and contractual insurance requirements are up to date.
- Support annual insurance audits and premium calculations.
- Review customer contracts and tenders for insurance and liability clauses.

5. Reporting & Analytics

- Produce regular reports on claims frequency, severity, costs, and trends.
- Monitor KPIs such as claims ratio, recovery success, and incident reduction.
- Provide management with insights to support strategic decisions.
- Maintain dashboards and risk registers.

6. Stakeholder Communication

- Act as the central point of contact for internal teams, insurers, customers, and subcontractors regarding claims and risk matters.
- Communicate outcomes, responsibilities, and next steps clearly and professionally.
- Support training sessions for drivers and operational staff on claims prevention and incident reporting.

Required Skills & Competencies

- Strong understanding of transport operations, CMR liability, and insurance principles.
- Experience with cargo claims, fleet accidents, and third-party liability cases.
- Analytical mindset with strong investigative and problem-solving skills.
- Ability to interpret contracts, insurance policies, and legal frameworks.
- Excellent communication and negotiation skills.
- High attention to detail and strong documentation discipline.
- Proficiency with claims management systems, telematics platforms, and MS Office.

Qualifications

- Degree in Risk Management, Insurance, Law, Logistics, or related field.
- Professional insurance or risk certifications are an advantage.
- 2–5 years of experience in claims handling or risk management, ideally in transport/logistics.
- Knowledge of CMR Convention, ADR (if applicable), and EU road-transport regulations.

Key Interfaces



Transport Planning & Dispatch

Fleet Management & Workshop

Drivers & Subcontractors

Customer Service & Key Account Management

Finance & Legal

Insurers, brokers, surveyors

Senior Management

KPIs for Success

Claims frequency and severity reduction

Recovery rate from liable parties

Claims cycle time and settlement efficiency

Accuracy and completeness of incident documentation

Quality of investigations and preventive actions

Insurance cost optimization and risk-profile improvement

Work Environment & Values

This role reinforces a culture of responsibility, transparency, and continuous improvement. The Risk & Claims Specialist acts as a guardian of financial protection and operational integrity, ensuring that every incident becomes an opportunity to strengthen the company's resilience.



4.94. Fleet Maintenance Technician

Role Purpose

The Fleet Maintenance Technician ensures that all trucks, trailers, and related equipment are maintained in safe, compliant, and optimal working conditions. This role supports uninterrupted transport operations by performing inspections, preventive maintenance, diagnostics, and repairs aligned with legal standards, manufacturer guidelines, and company procedures.

Key Responsibilities

1. Preventive & Corrective Maintenance

Perform scheduled maintenance on trucks and trailers (engine, brakes, suspension, electrical systems, tires, hydraulics).

Conduct diagnostic tests using OEM tools and workshop equipment.

Carry out repairs to minimize downtime and ensure roadworthiness.

Maintain and update maintenance logs, service records, and digital checklists.

2. Vehicle Inspections & Compliance

Conduct pre-inspection and periodic technical checks in line with national/EU regulations.

Verify compliance with safety standards, emissions requirements, and manufacturer specifications.

Prepare vehicles for technical control (MOT/roadworthiness tests).

Identify defects early and escalate critical issues to the Fleet Manager.

3. Breakdown & Emergency Support

Respond to roadside breakdowns and support recovery operations when required.

Diagnose urgent issues and perform temporary or permanent repairs.

Coordinate with drivers, dispatch, and external service providers to restore mobility quickly.

4. Workshop Operations

Maintain workshop tools, equipment, and diagnostic devices in proper working order.

Ensure spare parts availability by coordinating with the parts coordinator or suppliers.

Follow workshop safety procedures, housekeeping standards, and waste-management rules.

Support continuous improvement of workshop processes and maintenance planning.



5. Collaboration & Communication

Work closely with drivers to understand vehicle issues and provide technical guidance.

Communicate repair status, timelines, and risks to fleet management and dispatch.

Support onboarding of new drivers with vehicle-related training (basic checks, defect reporting).

Required Skills & Competencies

Strong technical knowledge of heavy-duty vehicles (trucks, trailers, ADR equipment if applicable).

Ability to diagnose mechanical, electrical, pneumatic, and hydraulic systems.

Familiarity with telematics, digital tachographs, and modern fleet technologies.

Understanding of road-transport safety and compliance requirements.

Ability to work independently and manage multiple tasks under time pressure.

Strong problem-solving skills and attention to detail.

Good communication skills with drivers, supervisors, and external partners.

Qualifications

Vocational training or certification in Heavy Vehicle Mechanics, Automotive Technology, or related field.

Experience in a transport workshop or dealership (2–5 years preferred).

OEM training (DAF, Volvo, Mercedes, MAN, Scania, etc.) is an advantage.

Valid driving licence for heavy vehicles (C/CE) is a strong asset.

Key Interfaces

Fleet Maintenance Manager

Workshop Technicians & Apprentices

Drivers

Dispatch & Transport Planning

Parts Suppliers & External Workshops

Health & Safety / Compliance Teams

KPIs for Success

Vehicle availability and uptime

Reduction in breakdowns and repeat repairs



Compliance with maintenance schedules and legal requirements

Quality and accuracy of maintenance documentation

Workshop safety performance

Cost efficiency of repairs and parts usage

Work Environment & Values

The Fleet Maintenance Technician plays a critical role in ensuring safe, reliable, and efficient transport operations. The position requires technical expertise, discipline, and a commitment to safety and continuous improvement.



4.95. Heavy Vehicle Mechanic – Road Freight

Role Purpose

The Heavy Vehicle Mechanic ensures that all trucks, trailers, and associated equipment are maintained, repaired, and inspected to the highest safety and performance standards. This role is essential for keeping the fleet roadworthy, minimizing downtime, and supporting reliable transport operations.

Key Responsibilities

1. Preventive & Corrective Maintenance

Perform scheduled service on heavy-duty trucks and trailers (engine, transmission, brakes, suspension, electrical systems, hydraulics).

Diagnose mechanical, electrical, pneumatic, and hydraulic faults using diagnostic tools and OEM software.

Carry out corrective repairs efficiently to restore vehicle performance and ensure compliance.

Conduct routine lubrication, filter changes, and component replacements.

2. Vehicle Inspections & Compliance

Conduct detailed inspections in line with national/EU roadworthiness standards.

Prepare vehicles for periodic technical inspections (MOT/roadworthiness tests).

Identify defects early and document findings accurately.

Ensure all repairs and maintenance activities comply with safety, environmental, and manufacturer requirements.

3. Breakdown & Emergency Response

Respond to roadside breakdowns and support recovery operations when required.

Perform on-site diagnostics and temporary repairs to enable safe movement of vehicles.

Coordinate with drivers, dispatch, and external service providers during emergencies.

4. Workshop Operations & Safety

Maintain workshop tools, equipment, and diagnostic devices in proper working order.

Follow workshop safety protocols, PPE requirements, and hazardous-materials handling procedures.

Support inventory control by reporting parts usage and identifying stock needs.

Contribute to continuous improvement of workshop processes and maintenance planning.



5. Collaboration & Communication

Work closely with drivers to understand reported issues and provide technical guidance.

Communicate repair status, timelines, and risks to supervisors and fleet management.

Support training of apprentices or junior technicians when required.

Required Skills & Competencies

Strong technical knowledge of heavy-duty vehicles (tractor units, rigid trucks, trailers).

Ability to diagnose and repair mechanical, electrical, pneumatic, and hydraulic systems.

Familiarity with telematics, digital tachographs, and modern diagnostic tools.

Understanding of road-transport safety and compliance requirements.

Ability to work independently and manage multiple tasks under time pressure.

High attention to detail and strong problem-solving skills.

Good communication and teamwork abilities.

Qualifications

Vocational training or certification in Heavy Vehicle Mechanics, Automotive Technology, or similar field.

2–5 years of experience in a transport workshop, dealership, or heavy-vehicle service environment.

OEM training (DAF, Volvo, Mercedes, MAN, Scania, Iveco, Renault) is an advantage.

Heavy vehicle driving licence (C/CE) is a strong asset.

Key Interfaces

Workshop Supervisor & Fleet Maintenance Manager

Drivers

Dispatch & Transport Planning

Parts Suppliers & External Workshops

Health & Safety / Compliance Teams

KPIs for Success

Fleet availability and uptime

Reduction in breakdowns and repeat repairs

Compliance with maintenance schedules and legal standards



Accuracy of maintenance documentation

Workshop safety performance

Cost efficiency of repairs and parts usage

Work Environment & Values

The Heavy Vehicle Mechanic plays a vital role in ensuring safe, reliable, and efficient transport operations. The position demands technical expertise, discipline, and a commitment to safety, quality, and continuous improvement.



4.96. Workshop Manager

Role Purpose

The Workshop Manager leads all maintenance and repair activities for the company's fleet of trucks, trailers, and specialized equipment. This role ensures maximum fleet availability, legal compliance, cost-efficient maintenance, and a safe, high-performing workshop environment. It combines technical expertise, people leadership, and strong operational planning.

Key Responsibilities

1. Workshop Leadership & Team Management

Lead, coach, and develop a team of mechanics, technicians, apprentices, and support staff.

Plan daily workloads, allocate tasks, and ensure efficient use of workshop resources.

Conduct performance reviews, training plans, and skills development programs.

Promote a culture of safety, quality, and continuous improvement.

2. Maintenance Planning & Execution

Oversee preventive and corrective maintenance for trucks, trailers, and equipment.

Ensure maintenance schedules are followed and aligned with operational needs.

Approve repair methods, parts usage, and technical decisions.

Monitor repeat repairs and implement root-cause corrective actions.

3. Compliance & Roadworthiness

Ensure all vehicles meet legal roadworthiness standards and pass periodic inspections.

Maintain accurate maintenance records, digital logs, and compliance documentation.

Ensure adherence to manufacturer guidelines, safety regulations, and environmental rules.

Support audits from authorities, insurers, and customers.

4. Breakdown & Emergency Response

Coordinate roadside assistance, towing, and emergency repairs.

Ensure rapid decision-making to minimize downtime and protect driver safety.

Manage relationships with external workshops and service providers.

5. Parts, Inventory & Supplier Management

Oversee spare parts inventory, ordering, and stock control.



Negotiate with suppliers and service partners to optimize cost and quality.

Evaluate external workshops and ensure service standards are met.

6. Budgeting & Cost Control

Manage workshop budget, including labour, parts, tools, and external services.

Track maintenance costs per vehicle and identify cost-saving opportunities.

Support fleet renewal decisions with technical and cost-based insights.

7. Health, Safety & Environmental Management

Enforce strict workshop safety procedures and PPE requirements.

Ensure proper handling of hazardous materials, waste disposal, and environmental compliance.

Conduct safety briefings, toolbox talks, and incident investigations.

8. Cross-Functional Collaboration

Work closely with fleet management, dispatch, drivers, and operations teams.

Provide technical advice on vehicle specifications, tenders, and fleet strategy.

Support driver training on defect reporting, basic checks, and vehicle care.

🔧 Required Skills & Competencies

Strong technical knowledge of heavy-duty vehicles, trailers, and workshop operations.

Proven leadership skills with the ability to motivate and develop teams.

Excellent planning, prioritization, and problem-solving abilities.

Understanding of road-transport compliance, safety standards, and maintenance regulations.

Ability to manage budgets, negotiate with suppliers, and control costs.

Strong communication skills across all levels of the organization.

Proficiency with workshop management systems, telematics, and MS Office.

🏠 Qualifications

Vocational or technical qualification in Heavy Vehicle Mechanics or Automotive Engineering.

5+ years of experience in a workshop environment, including supervisory or managerial roles.

OEM training (DAF, Volvo, Mercedes, MAN, Scania, etc.) is an advantage.



Heavy vehicle driving licence (C/CE) is a strong asset.

Key Interfaces

Fleet Manager & Operations Management

Mechanics & Technicians

Drivers

Dispatch & Transport Planning

Parts Suppliers & External Workshops

Health & Safety / Compliance Teams

Finance & Procurement

KPIs for Success

Fleet availability and uptime

Compliance with maintenance schedules and legal standards

Reduction in breakdowns and repeat repairs

Workshop safety performance

Maintenance cost per vehicle

Quality and accuracy of maintenance documentation

Work Environment & Values

The Workshop Manager plays a pivotal role in ensuring safe, reliable, and cost-efficient transport operations. The position requires technical mastery, strong leadership, and a commitment to operational excellence.

Below is a complete, professional, and transport-sector-accurate job description for a **Tire Technician** in a road-freight environment. It reflects the realities of mixed fleets, safety-critical standards, and workshop operations.



4.97. Tire Technician – Road Freight

Role Purpose

The Tire Technician ensures that all truck and trailer tires are inspected, maintained, repaired, and replaced to guarantee safe, compliant, and efficient fleet operations. This role directly supports road safety, fuel efficiency, and vehicle uptime by managing the full lifecycle of tires across the fleet.

Key Responsibilities

1. Tire Inspection & Diagnostics

Perform routine inspections of truck and trailer tires for wear, damage, pressure, and alignment issues.

Identify irregular wear patterns and report potential mechanical or operational causes.

Use digital tools to measure tread depth, pressure, and temperature when applicable.

2. Tire Maintenance & Repair

Mount, demount, balance, and rotate tires on heavy-duty vehicles.

Repair punctures, valve issues, and minor damages according to safety standards.

Ensure correct torque settings, inflation pressures, and manufacturer specifications.

Maintain and calibrate tire-related tools and equipment.

3. Tire Replacement & Lifecycle Management

Replace worn or damaged tires in line with company policies and legal requirements.

Manage tire inventory, including new, used, retreaded, and scrap tires.

Track tire performance and lifespan to support cost-efficient tire strategies.

Prepare tires for retreading and coordinate with external suppliers when required.

4. Roadside & On-Site Support

Respond to tire-related breakdowns and emergencies when needed.

Perform safe roadside repairs or replacements in coordination with drivers and dispatch.

Ensure proper documentation of all roadside interventions.

5. Workshop Operations & Safety

Maintain a clean, organized, and safe tire workshop area.

Follow all safety procedures, PPE requirements, and hazardous-materials handling rules.



Ensure proper disposal of scrap tires and compliance with environmental regulations.

Support continuous improvement of tire processes and workshop efficiency.

6. Collaboration & Communication

Work closely with mechanics, drivers, and fleet managers to identify tire-related issues.

Provide guidance to drivers on tire care, defect reporting, and daily checks.

Communicate tire-related risks, trends, and improvement opportunities.

Required Skills & Competencies

Strong knowledge of heavy-vehicle tires, rims, and mounting systems.

Ability to safely operate tire-changing and balancing equipment.

Understanding of tire wear patterns, alignment indicators, and pressure management.

Physical strength and stamina to handle heavy components.

High attention to detail and commitment to safety.

Ability to work independently and manage time effectively.

Basic computer skills for documentation and inventory tracking.

Qualifications

Vocational training in automotive or tire services preferred.

Experience in a transport workshop or tire service center (1–3 years ideal).

Certification in tire mounting or heavy-vehicle tire service is an advantage.

Valid driving licence; heavy-vehicle licence (C/CE) is a plus.

Key Interfaces

Workshop Supervisor & Mechanics

Fleet Maintenance Manager

Drivers

Dispatch & Transport Planning

Tire Suppliers & Retreading Partners

Health & Safety / Compliance Teams

KPIs for Success

Reduction in tire-related breakdowns

Tire lifespan and cost per kilometer



Accuracy of tire inventory and documentation

Compliance with safety and maintenance standards

Response time for tire-related incidents

Quality of inspections and repairs

Work Environment & Values

The Tire Technician plays a crucial role in ensuring safe, efficient, and cost-effective fleet operations. Tire performance directly affects fuel consumption, safety, and uptime, making this role essential to the success of any road-freight operation.



4.98. Breakdown / Roadside Assistance Technician

Role Purpose

The Breakdown / Roadside Assistance Technician provides rapid, safe, and effective technical support to drivers experiencing vehicle breakdowns or emergencies on the road. This role ensures minimal downtime, protects driver safety, and restores vehicle mobility through on-site diagnostics, temporary repairs, and coordination with towing or workshop services.

Key Responsibilities

1. Emergency Response & On-Site Repairs

Respond promptly to breakdown calls and roadside incidents involving trucks, trailers, or specialized equipment.

Perform on-site diagnostics using mobile diagnostic tools and mechanical expertise.

Carry out temporary or permanent repairs to enable safe continuation of the journey or transport to a workshop.

Ensure all interventions prioritize driver safety and compliance with road-side safety protocols.

2. Diagnostics & Technical Troubleshooting

Identify mechanical, electrical, pneumatic, and hydraulic faults under time-critical conditions.

Use OEM diagnostic tools, telematics data, and driver reports to determine root causes.

Advise drivers on immediate safety measures and next steps.

3. Coordination & Communication

Communicate with dispatch, fleet management, and workshop teams to align repair decisions.

Coordinate towing services or external partners when on-site repair is not possible.

Provide clear updates on repair status, estimated arrival times, and operational impacts.

4. Vehicle Recovery & Safety Management

Secure the breakdown area using cones, warning signs, and safety equipment.

Ensure compliance with national/EU roadside safety regulations.

Support recovery operations, including vehicle towing, load securing, or trailer swaps when required.

5. Documentation & Reporting



Record all interventions, parts used, repair actions, and time spent.

Report recurring issues, driver feedback, and potential fleet-wide risks.

Maintain accurate digital logs for compliance, insurance, and cost-tracking purposes.

6. Equipment & Vehicle Management

Maintain the service van, tools, diagnostic equipment, and safety gear in optimal condition.

Ensure spare parts and consumables are stocked and ready for emergency deployment.

Follow environmental rules for handling oils, batteries, and hazardous materials.

Required Skills & Competencies

Strong mechanical and electrical diagnostic skills for heavy-duty vehicles.

Ability to work independently under pressure and in unpredictable environments.

Excellent problem-solving skills with a calm, safety-focused mindset.

Strong communication skills with drivers, dispatchers, and workshop teams.

Familiarity with telematics, digital tachographs, and OEM diagnostic systems.

Physical stamina and readiness to work outdoors in varying conditions.

High attention to detail and disciplined documentation habits.

Qualifications

Vocational training or certification in Heavy Vehicle Mechanics or Automotive Technology.

3+ years of experience in heavy-vehicle maintenance or roadside assistance.

OEM training (DAF, Volvo, Mercedes, MAN, Scania, etc.) is an advantage.

Valid driving licence; heavy-vehicle licence (C/CE) strongly preferred.

Safety certifications (roadside safety, first aid) are beneficial.

Key Interfaces

Drivers

Dispatch & Transport Planning

Workshop Technicians & Supervisors

Fleet Maintenance Manager

External towing and service providers



Health & Safety / Compliance Teams

KPIs for Success

Response time to breakdowns

Vehicle recovery time and downtime reduction

Safety performance during roadside interventions

Accuracy of diagnostics and repair quality

Driver satisfaction and support quality

Cost efficiency of roadside repairs

Work Environment & Values

This role is mission-critical for maintaining fleet reliability and driver safety. The Breakdown / Roadside Assistance Technician must combine technical expertise with calm decision-making, resilience, and a strong commitment to operational excellence.



4.99. Telematics Specialist – Road Freight

Role Purpose

The Telematics Specialist manages all telematics systems used across the fleet - vehicle tracking, driver behaviour monitoring, fuel-efficiency analytics, tachograph data, and onboard sensors. This role ensures accurate data flow, system reliability, and actionable insights that improve safety, compliance, and operational performance.

Key Responsibilities

1. Telematics System Administration

Configure, maintain, and troubleshoot telematics devices installed in trucks, trailers, and equipment.

Ensure continuous data transmission to fleet management and transport management systems.

Manage user accounts, permissions, dashboards, and system integrations.

Coordinate installation, removal, and replacement of telematics hardware.

2. Data Monitoring & Analytics

Monitor real-time vehicle data: location, speed, fuel consumption, idling, driver behaviour, and alerts.

Analyse trends to identify inefficiencies, safety risks, or maintenance needs.

Produce reports for fleet, operations, and management teams.

Support KPI tracking (fuel efficiency, CO₂ emissions, utilisation, driving style).

3. Compliance & Tachograph Management

Oversee digital tachograph data downloads, storage, and compliance checks.

Ensure adherence to EU driving/rest-time regulations and company policies.

Support audits by providing accurate tachograph and telematics records.

Identify and report potential infringements or anomalies.

4. Driver Behaviour & Safety Programs

Monitor driver performance indicators (harsh braking, speeding, cornering, idling).

Support coaching programs with fleet managers and driver trainers.

Provide insights to reduce accidents, fuel waste, and vehicle wear.

Promote a culture of safe and efficient driving.

5. Integration & Technical Support



Support integration of telematics with TMS, workshop systems, fuel cards, and compliance platforms.

Troubleshoot connectivity issues, sensor failures, and data discrepancies.

Liaise with telematics providers, IT teams, and external technicians.

Test new features, updates, and hardware before deployment.

6. Project & Innovation Support

Participate in digital transformation initiatives (AI-based routing, predictive maintenance, eco-driving tools).

Evaluate new telematics technologies and propose improvements.

Support fleet electrification or alternative-fuel projects with data insights.



Required Skills & Competencies

Strong understanding of telematics platforms (e.g., Webfleet, Samsara, Trimble, Fleetboard, Dynafleet).

Ability to interpret large datasets and convert them into actionable insights.

Knowledge of EU transport regulations, tachograph rules, and fleet operations.

Technical troubleshooting skills for hardware and software issues.

Strong communication skills to support drivers, planners, and managers.

High attention to detail and strong documentation discipline.

Ability to work independently and manage multiple priorities.



Qualifications

Degree or vocational training in IT, Transport Management, Data Analytics, or related field.

Experience with telematics systems in transport/logistics (2–5 years preferred).

Knowledge of digital tachographs, CAN-bus data, and vehicle electronics is an advantage.

Certifications in telematics platforms or fleet technologies are beneficial.



Key Interfaces

Fleet Management & Workshop

Transport Planning & Dispatch

Drivers



IT & Digital Operations

Compliance & Safety Teams

Telematics Providers & External Technicians

Senior Management

KPIs for Success

System uptime and data accuracy

Reduction in fuel consumption and idling

Driver behaviour improvement metrics

Compliance with tachograph and driving-time regulations

Speed of issue resolution and hardware reliability

Quality and usefulness of telematics reports

Work Environment & Values

The Telematics Specialist plays a central role in modern fleet operations, turning data into decisions that improve safety, sustainability, and efficiency. The role requires curiosity, precision, and a passion for digital transformation in transport.



4.100. Fleet Diagnostics Technician – Road Freight

Role Purpose

The Fleet Diagnostics Technician is responsible for diagnosing complex mechanical, electrical, and electronic issues across the fleet using advanced diagnostic tools, telematics data, and OEM software. This role ensures accurate fault identification, reduces downtime, and supports predictive maintenance strategies that keep the fleet safe, compliant, and efficient.

Key Responsibilities

1. Advanced Diagnostics & Troubleshooting

Perform in-depth diagnostics on trucks, trailers, and auxiliary equipment using OEM diagnostic systems (DAF, Volvo, Mercedes, MAN, Scania, etc.).

Analyse fault codes, CAN-bus data, telematics alerts, and sensor readings to identify root causes.

Support mechanics with complex troubleshooting and repair strategies.

Validate repairs by performing post-repair diagnostic checks.

2. Telematics & Digital System Integration

Use telematics platforms to monitor vehicle health, predictive maintenance alerts, and driver-reported issues.

Investigate discrepancies between telematics data and physical inspections.

Support integration of diagnostic data with fleet management and workshop systems.

Collaborate with the Telematics Specialist to improve data accuracy and system reliability.

3. Preventive & Predictive Maintenance Support

Identify early-stage failures and recommend preventive actions to avoid breakdowns.

Support development of predictive maintenance programs based on data trends.

Monitor recurring faults and escalate systemic issues to fleet management.

4. Workshop Technical Support

Assist mechanics with complex electrical, pneumatic, and electronic repairs.

Provide technical guidance on diagnostic procedures, wiring diagrams, and system logic.

Test and calibrate sensors, ECUs, ABS/EBS systems, and safety-critical components.

Ensure diagnostic tools and software are updated and functioning correctly.



5. Documentation & Reporting

Record diagnostic findings, repair recommendations, and test results in the maintenance system.

Produce reports on fault trends, vehicle performance, and system reliability.

Support compliance documentation for roadworthiness, safety audits, and insurance cases.

6. Training & Knowledge Sharing

Train workshop staff on diagnostic tools, fault-finding techniques, and new technologies.

Support driver training on defect reporting and understanding dashboard warnings.

Stay updated on OEM updates, new vehicle technologies, and digital maintenance tools.



Required Skills & Competencies

Strong expertise in heavy-vehicle diagnostics, electronics, and CAN-bus systems.

Proficiency with OEM diagnostic tools and telematics platforms.

Ability to interpret wiring diagrams, schematics, and technical manuals.

Analytical mindset with strong problem-solving abilities.

Excellent communication skills with mechanics, drivers, and managers.

High attention to detail and disciplined documentation habits.

Ability to work independently and manage multiple diagnostic tasks.



Qualifications

Vocational training or certification in Heavy Vehicle Mechanics, Automotive Electronics, or Mechatronics.

3–5 years of experience in diagnostics or advanced vehicle maintenance.

OEM training (Volvo Tech Tool, Mercedes Xentry, MAN Cats, Scania SDP3, etc.) is a strong advantage.

Heavy-vehicle driving licence (C/CE) preferred.



Key Interfaces

Workshop Technicians & Supervisors

Fleet Maintenance Manager

Telematics Specialist



Drivers

Dispatch & Transport Planning

OEM Dealers & External Diagnostic Partners

Health & Safety / Compliance Teams

KPIs for Success

Accuracy of diagnostics and reduction in misdiagnosed faults

Reduction in breakdowns and repeat repairs

Vehicle uptime and maintenance efficiency

Quality and completeness of diagnostic documentation

Contribution to predictive maintenance improvements

Workshop productivity and technical knowledge growth

Work Environment & Values

The Fleet Diagnostics Technician plays a crucial role in the digital evolution of fleet maintenance. This position blends hands-on technical expertise with data-driven insight, ensuring the fleet remains safe, efficient, and future-ready.



4.101. Customer Service Representative – Road Freight

Role Purpose

The Customer Service Representative (CSR) acts as the primary point of contact for customers, ensuring smooth communication, proactive problem-solving, and high-quality service throughout the transport lifecycle. This role supports operational teams, manages customer expectations, and contributes to service reliability and customer satisfaction in road-freight operations.

Key Responsibilities

1. Customer Communication & Relationship Management

Serve as the main contact for customers regarding bookings, inquiries, updates, and issue resolution.

Build strong, professional relationships with customers based on trust, responsiveness, and reliability.

Provide timely updates on shipment status, delays, incidents, and delivery confirmations.

Manage customer expectations with clear, proactive communication.

2. Order Handling & Coordination

Receive, validate, and process transport orders in the Transport Management System (TMS).

Coordinate with planning/dispatch teams to ensure accurate execution of customer requirements.

Verify that all necessary documentation (CMRs, delivery notes, permits) is complete and accurate.

Ensure special instructions (temperature control, ADR, time-critical deliveries) are communicated and followed.

3. Issue Resolution & Incident Management

Handle customer complaints, service failures, and operational incidents with professionalism and urgency.

Investigate issues by coordinating with drivers, planners, and fleet teams.

Provide root-cause explanations and corrective actions to customers.

Escalate complex cases to management when necessary.

4. Tracking & Monitoring

Monitor shipments in real time using telematics and TMS tools.



Identify potential delays or risks and proactively inform customers.

Ensure accurate and timely delivery confirmations and POD (proof of delivery) management.

5. Documentation & Administration

Maintain accurate customer records, order details, and communication logs.

Prepare customer reports, KPIs, and service summaries when required.

Support invoicing by verifying transport data and resolving discrepancies.

Ensure compliance with internal procedures and industry regulations.

6. Cross-Functional Collaboration

Work closely with dispatch, fleet, warehouse, and sales teams to ensure seamless service.

Provide customer insights to operations and management to support continuous improvement.

Support onboarding of new customers by explaining processes and service standards.

🔧 Required Skills & Competencies

Strong communication and interpersonal skills.

Customer-focused mindset with the ability to manage pressure and competing priorities.

Understanding of road-freight operations, transport documentation, and logistics workflows.

Problem-solving ability with a proactive, solution-oriented approach.

High attention to detail and strong organizational skills.

Ability to work collaboratively with operational teams.

Proficiency with TMS systems, telematics platforms, and MS Office tools.

🎓 Qualifications

Degree or vocational training in Logistics, Business Administration, or related field.

Experience in customer service within transport/logistics (1–3 years preferred).

Knowledge of CMR, ADR (if applicable), and EU road-transport regulations is an advantage.

Multilingual skills are highly valued in international transport environments.

🤝 Key Interfaces



Customers & Key Accounts

Transport Planning & Dispatch

Drivers

Fleet & Workshop Teams

Sales & Key Account Management

Finance (invoicing, claims)

Quality & Compliance Teams

KPIs for Success

Customer satisfaction and retention

Response time to customer inquiries

Accuracy of order processing and documentation

On-time delivery performance

Resolution time for complaints and incidents

Quality of communication and collaboration with internal teams

Work Environment & Values

The Customer Service Representative plays a central role in delivering a reliable, transparent, and customer-focused transport service. This position requires empathy, operational awareness, and a commitment to excellence in every interaction.

Below is a complete, polished, and transport-sector-accurate job description for a **Freight Documentation Specialist**, tailored specifically for road-freight operations where accuracy, compliance, and customer confidence depend on flawless documentation.



4.102. Freight Documentation Specialist – Road Freight

Role Purpose

The Freight Documentation Specialist ensures that all transport-related documents are accurate, compliant, and delivered on time. This role supports smooth operational execution, reduces administrative errors, and strengthens customer satisfaction by managing the full lifecycle of freight documentation for domestic and international road-freight movements.

Key Responsibilities

1. Document Preparation & Verification

Prepare and validate all transport documents, including CMRs, delivery notes, packing lists, permits, and customs-related paperwork when applicable.

Ensure documentation aligns with customer instructions, contractual requirements, and legal standards.

Verify cargo details (weights, dimensions, dangerous goods, temperature requirements) for accuracy.

2. Data Entry & System Management

Enter shipment details into the Transport Management System (TMS) with high accuracy.

Update order statuses, PODs, and document attachments in real time.

Maintain digital archives and ensure proper document traceability.

3. Coordination with Internal Teams

Collaborate with dispatch, customer service, warehouse, and fleet teams to ensure documentation matches operational execution.

Communicate missing information, discrepancies, or risks to relevant stakeholders.

Support planners with last-minute document adjustments or urgent requests.

4. Customer & Partner Communication

Provide customers with required documents (CMRs, PODs, invoices, certificates) promptly.

Respond to customer inquiries regarding documentation, shipment details, or compliance requirements.

Coordinate with subcontractors to collect and verify their documentation.

5. Compliance & Quality Assurance



Ensure all documents comply with road-freight regulations, including CMR Convention, ADR (if applicable), and customs rules.

Support internal audits by maintaining accurate and complete documentation records.

Identify recurring documentation errors and propose corrective actions.

6. POD (Proof of Delivery) Management

Collect, verify, and process PODs from drivers and subcontractors.

Ensure timely upload and distribution of PODs to customers and invoicing teams.

Follow up on missing or incomplete PODs to avoid billing delays.

7. Administrative Support

Assist with invoicing checks by validating transport data and documentation completeness.

Support claims teams with documentation needed for cargo damage or loss investigations.

Prepare reports on documentation accuracy, turnaround times, and compliance metrics.

Required Skills & Competencies

Strong understanding of road-freight documentation (CMR, delivery notes, ADR documents, permits).

High attention to detail and strong organizational discipline.

Ability to work under time pressure and manage multiple shipments simultaneously.

Excellent communication skills with internal teams, drivers, and customers.

Proficiency with TMS systems, document management tools, and MS Office.

Problem-solving mindset with a proactive approach to discrepancies.

Qualifications

Degree or vocational training in Logistics, Business Administration, or related field.

Experience in transport documentation or road-freight administration (1–3 years preferred).

Knowledge of CMR Convention, ADR rules, and customs basics is an advantage.

Multilingual skills are valuable in international transport environments.

Key Interfaces

Transport Planning & Dispatch



Customer Service

Drivers & Subcontractors

Warehouse Teams

Fleet & Workshop

Finance (invoicing, claims)

Quality & Compliance Teams

KPIs for Success

Documentation accuracy rate

On-time document preparation and distribution

POD turnaround time

Reduction in documentation-related service failures

Support for timely invoicing

Customer satisfaction with documentation quality

Work Environment & Values

The Freight Documentation Specialist plays a vital role in ensuring operational reliability and customer trust. Accurate documentation is the backbone of compliant, efficient, and professional road-freight service.



4.103. CMR / Transport Document Coordinator – Road Freight

Department: Operations / Documentation / Customer Service

Reports to: Documentation Supervisor / Operations Manager

Location: [Insert Location]

Employment Type: Full-time

Role Purpose

The CMR / Transport Document Coordinator ensures the accurate preparation, validation, distribution, and archiving of all transport documents required for domestic and international road-freight movements. This role safeguards legal compliance, supports operational efficiency, and enhances customer satisfaction by managing the full lifecycle of CMRs and related transport documentation.

Key Responsibilities

1. CMR & Transport Document Preparation

Prepare, verify, and issue CMR consignment notes, delivery notes, packing lists, and special permits.

Ensure all documents reflect correct cargo details, weights, dimensions, dangerous goods classifications, and customer instructions.

Validate that documentation aligns with contractual terms and regulatory requirements.

2. Documentation Accuracy & Compliance

Ensure compliance with the CMR Convention, ADR regulations (if applicable), and national/EU transport laws.

Check that all mandatory fields, signatures, and stamps are completed correctly.

Support internal and external audits by maintaining complete and compliant documentation records.

3. Coordination with Operations & Drivers

Work closely with dispatchers, planners, and warehouse teams to ensure documentation matches operational execution.

Provide drivers with complete and accurate document packs before departure.

Brief drivers on document handling, signature requirements, and customer-specific procedures.

4. POD (Proof of Delivery) Management

Collect, verify, and process PODs from drivers and subcontractors.



Ensure timely upload and distribution of PODs to customers and invoicing teams.

Follow up on missing, incomplete, or incorrect PODs to avoid billing delays.

5. Customer & Partner Communication

Provide customers with required documents (CMRs, PODs, certificates, customs papers).

Respond to customer inquiries regarding documentation status or discrepancies.

Coordinate with subcontractors to obtain and validate their transport documents.

6. Data Entry & System Updates

Enter shipment details into the Transport Management System (TMS) with high accuracy.

Attach digital copies of documents and maintain traceability.

Update shipment statuses and ensure documentation is available for invoicing and claims.

7. Support for Claims & Incident Handling

Provide documentation required for cargo damage, loss, or delay investigations.

Assist risk and claims teams by supplying complete document sets and timelines.

Flag inconsistencies that may indicate operational or compliance risks.

✂ Required Skills & Competencies

Strong knowledge of CMR documentation, road-freight workflows, and transport regulations.

High attention to detail and strong administrative discipline.

Ability to work under time pressure and manage multiple shipments simultaneously.

Clear communication skills with drivers, customers, and internal teams.

Proficiency with TMS systems, document management tools, and MS Office.

Problem-solving mindset with a proactive approach to discrepancies.

🏠 Qualifications

Degree or vocational training in Logistics, Business Administration, or related field.

Experience in transport documentation or road-freight administration (1–3 years preferred).

Knowledge of CMR Convention, ADR rules, and customs basics is an advantage.

Multilingual skills are valuable in international transport environments.



Key Interfaces

Transport Planning & Dispatch

Drivers & Subcontractors

Customer Service

Warehouse Teams

Fleet & Workshop

Finance (invoicing, claims)

Quality & Compliance Teams

KPIs for Success

CMR accuracy rate

On-time document preparation and distribution

POD turnaround time

Reduction in documentation-related service failures

Support for timely invoicing

Customer satisfaction with documentation quality

Work Environment & Values

The CMR / Transport Document Coordinator plays a vital role in ensuring legal compliance, operational reliability, and customer trust. Accurate documentation is the backbone of professional and compliant road-freight service.



4.104. Billing & Invoicing Specialist – Road Freight

Role Purpose

The Billing & Invoicing Specialist ensures accurate, timely, and compliant invoicing for all road-freight services. This role bridges operations and finance by validating transport data, processing invoices, resolving discrepancies, and supporting healthy cash-flow performance. It is essential for maintaining financial accuracy, customer satisfaction, and operational transparency.

Key Responsibilities

1. Invoice Preparation & Processing

Generate invoices for domestic and international road-freight services based on completed transport orders.

Validate transport data (tariffs, surcharges, waiting times, tolls, ADR fees, extra services).

Ensure invoices reflect contractual agreements, rate sheets, and customer-specific billing rules.

Process credit notes when required and ensure proper authorization.

2. Data Verification & Documentation Control

Cross-check PODs, CMRs, delivery notes, and TMS data for completeness and accuracy.

Follow up on missing or incorrect documentation with operations, drivers, or subcontractors.

Ensure all billing-related documents are archived digitally and traceable.

3. Customer Coordination & Issue Resolution

Respond to customer inquiries regarding invoices, pricing, or documentation.

Investigate billing discrepancies by coordinating with customer service, dispatch, and finance.

Provide corrected invoices or supporting documents when needed.

Maintain a professional and customer-focused approach in all interactions.

4. Revenue Assurance & Compliance

Ensure billing aligns with internal controls, financial policies, and legal requirements.

Support audits by providing accurate billing records and documentation.

Identify recurring billing errors and propose corrective actions.



Monitor unbilled shipments and ensure timely conversion to invoices.

5. Reporting & Performance Tracking

Prepare billing reports, revenue summaries, and KPI dashboards.

Track invoice turnaround times, billing accuracy, and dispute rates.

Support month-end closing activities by ensuring all billable services are processed.

6. Cross-Functional Collaboration

Work closely with operations, customer service, and finance teams to ensure smooth billing workflows.

Provide feedback to planners and documentation teams on recurring data issues.

Support implementation of new billing tools, rate structures, or digital processes.

✂ Required Skills & Competencies

Strong understanding of road-freight pricing, tariffs, and transport workflows.

High attention to detail and strong numerical accuracy.

Ability to manage deadlines and handle high-volume billing cycles.

Excellent communication and problem-solving skills.

Proficiency with TMS systems, ERP platforms, and MS Office tools.

Customer-focused mindset with a structured, analytical approach.

🏠 Qualifications

Degree or vocational training in Finance, Accounting, Logistics, or related field.

Experience in billing or invoicing within transport/logistics (1–3 years preferred).

Knowledge of CMR documentation, ADR surcharges, and road-freight pricing is an advantage.

Multilingual skills are valuable in international transport environments.

🤝 Key Interfaces

Finance & Accounting

Transport Planning & Dispatch

Customer Service

Drivers & Subcontractors

Documentation Teams



Sales & Key Account Management

KPIs for Success

Invoice accuracy rate

Billing turnaround time

Reduction in invoice disputes

Timeliness of POD and documentation processing

Contribution to month-end closing accuracy

Customer satisfaction with billing clarity

Work Environment & Values

The Billing & Invoicing Specialist plays a vital role in ensuring financial stability and customer trust. Accurate billing is the backbone of a healthy transport business, making this role essential for operational and financial excellence.



4.105. Claims Handler – Road Freight

Role Purpose

The Claims Handler manages cargo, liability, and transport-related claims from initial notification to final settlement. This role protects the company's financial and reputational interests by ensuring accurate investigations, timely communication, and compliance with legal and contractual obligations. It is central to maintaining trust with customers, insurers, and operational teams.

Key Responsibilities

1. Claims Intake & Case Management

Receive and register claims related to cargo damage/loss, delays, CMR liability, third-party liability, and fleet incidents.

Acknowledge claims promptly and communicate next steps to customers and internal stakeholders.

Maintain complete and accurate claim files in the claims management system.

2. Investigation & Documentation

Collect and verify all relevant documents: CMRs, delivery notes, photos, driver statements, tachograph data, workshop reports, and subcontractor records.

Conduct fact-finding by coordinating with drivers, planners, warehouse teams, and external partners.

Assess liability based on CMR Convention, contractual terms, and operational evidence.

3. Communication with Customers & Partners

Serve as the main point of contact for customers regarding claim status, documentation needs, and outcomes.

Communicate clearly, professionally, and empathetically throughout the claims process.

Liaise with subcontractors to obtain statements, documentation, and recovery opportunities.

4. Coordination with Insurers & Legal Partners

Notify insurers and brokers of claims in line with policy requirements.

Provide complete documentation to support insurer assessments.

Follow up on claim progress and negotiate settlements when appropriate.

Escalate complex or high-value cases to legal counsel or management.



5. Evaluation & Settlement

Assess claim validity, liability exposure, and potential recovery options.

Recommend settlement amounts based on evidence, policy terms, and legal frameworks.

Process approved settlements, credit notes, or recovery invoices.

6. Reporting & Analysis

Maintain accurate claims statistics, dashboards, and trend reports.

Identify recurring issues (e.g., loading errors, packaging failures, subcontractor performance) and propose preventive actions.

Support management with loss-ratio analysis and insurance renewal data.

7. Continuous Improvement & Compliance

Ensure claims handling complies with CMR rules, insurance policies, and internal procedures.

Participate in audits and provide required documentation.

Contribute to training for drivers and operational teams on incident reporting and documentation quality.



Required Skills & Competencies

Strong understanding of road-freight operations, CMR liability, and insurance principles.

Excellent analytical and investigative skills.

Clear and professional communication with customers, insurers, and internal teams.

High attention to detail and strong documentation discipline.

Ability to manage multiple cases under time pressure.

Proficiency with claims management systems, TMS platforms, and MS Office tools.

Problem-solving mindset with a calm, structured approach.



Qualifications

Degree or vocational training in Logistics, Law, Insurance, or related field.

Experience in claims handling within transport/logistics (1–3 years preferred).

Knowledge of CMR Convention, ADR (if applicable), and EU road-transport regulations.

Insurance or risk-management certifications are an advantage.



Key Interfaces



Customers & Key Accounts

Transport Planning & Dispatch

Drivers & Subcontractors

Fleet & Workshop Teams

Insurers, Brokers & Surveyors

Finance (billing, credit notes, recoveries)

Legal & Compliance Teams

KPIs for Success

Claims cycle time and settlement speed

Accuracy and completeness of claim files

Recovery rate from liable parties

Reduction in repeat incidents

Customer satisfaction with claims handling

Loss-ratio improvement and cost control

Work Environment & Values

The Claims Handler plays a crucial role in protecting the company's financial stability and customer relationships. This position requires professionalism, fairness, and a commitment to turning incidents into opportunities for operational improvement.



4.106. POD (Proof of Delivery) Coordinator – Road Freight

Role Purpose

The POD Coordinator ensures the timely collection, verification, processing, and distribution of Proof of Delivery documents for all road-freight movements. This role is essential for accurate invoicing, claims prevention, customer satisfaction, and operational transparency. It acts as the bridge between drivers, operations, customer service, and finance.

Key Responsibilities

1. POD Collection & Verification

Collect PODs from drivers, subcontractors, and depots (physical or digital).

Verify that PODs are complete, legible, signed, stamped, and aligned with CMR and delivery requirements.

Check for discrepancies between PODs, CMRs, and TMS data.

2. Digital Processing & System Updates

Scan, upload, and attach PODs to the Transport Management System (TMS) promptly.

Ensure correct indexing, naming, and linking of documents for easy retrieval.

Maintain digital archives and ensure full traceability for audits and customer requests.

3. Coordination with Drivers & Subcontractors

Follow up on missing, incomplete, or incorrect PODs.

Provide clear instructions to drivers on POD requirements and best practices.

Coordinate with subcontractors to ensure timely submission of their PODs.

4. Support for Billing & Invoicing

Ensure PODs are available for invoicing teams within agreed timelines.

Flag inconsistencies that may delay billing (missing signatures, incorrect quantities, delivery anomalies).

Support finance teams in resolving POD-related billing disputes.

5. Customer Communication & Service Support

Provide customers with PODs upon request or according to contractual requirements.

Support customer service teams with POD-related inquiries or delivery confirmations.

Ensure PODs meet customer-specific formatting or documentation standards.



6. Compliance & Quality Assurance

Ensure POD handling complies with CMR Convention, internal procedures, and customer requirements.

Participate in internal audits and provide complete document sets when required.

Identify recurring POD issues and propose corrective actions.

7. Reporting & Performance Tracking

Maintain POD status dashboards (received, missing, pending, disputed).

Report delays, recurring errors, or subcontractor performance issues.

Support continuous improvement initiatives related to documentation workflows.

Required Skills & Competencies

Strong understanding of road-freight documentation (CMR, delivery notes, POD requirements).

High attention to detail and strong administrative discipline.

Ability to work under time pressure and manage high document volumes.

Clear communication skills with drivers, subcontractors, and internal teams.

Proficiency with TMS systems, document management tools, and MS Office.

Problem-solving mindset with a proactive approach to discrepancies.

Strong organizational and prioritization skills.

Qualifications

Degree or vocational training in Logistics, Administration, or related field.

Experience in transport documentation or POD management (1–3 years preferred).

Knowledge of CMR Convention and road-freight workflows is an advantage.

Multilingual skills are valuable in international transport environments.

Key Interfaces

Drivers & Subcontractors

Transport Planning & Dispatch

Customer Service

Billing & Finance Teams

Documentation & Compliance Teams



Warehouse & Depot Staff

KPIs for Success

POD turnaround time

POD accuracy and completeness

Reduction in POD-related billing delays

Customer satisfaction with documentation quality

Compliance with internal and customer-specific requirements

Reduction in missing or disputed PODs

Work Environment & Values

The POD Coordinator plays a vital role in ensuring operational transparency, financial accuracy, and customer trust. This position requires discipline, precision, and a commitment to delivering reliable documentation every time.



4.107. Transport Management System (TMS) Administrator – Road Freight

Role Purpose

The TMS Administrator ensures the smooth operation, configuration, and continuous improvement of the company's Transport Management System. This role supports planners, customer service, billing, and fleet teams by maintaining system accuracy, optimizing workflows, and enabling data-driven decision-making across all roads-freight activities.

Key Responsibilities

1. System Administration & Configuration

Manage user accounts, roles, permissions, and access rights within the TMS.

Configure system settings, workflows, templates, tariffs, and customer profiles.

Maintain master data (customers, routes, vehicles, drivers, subcontractors).

Ensure system updates, patches, and new features are tested and deployed smoothly.

2. Operational Support & Troubleshooting

Provide first-line support to planners, customer service, billing, and warehouse teams.

Troubleshoot system errors, data inconsistencies, and workflow issues.

Coordinate with IT teams and TMS vendors for escalated technical problems.

Ensure minimal disruption to daily operations through timely issue resolution.

3. Data Quality & Process Integrity

Monitor data accuracy across orders, shipments, tariffs, PODs, and documentation.

Identify recurring data issues and implement corrective actions.

Ensure compliance with internal procedures, customer requirements, and regulatory standards.

Support audits by providing accurate system data and documentation.

4. Reporting & Analytics

Build and maintain dashboards, KPIs, and operational reports within the TMS or BI tools.

Provide insights on fleet utilization, on-time performance, cost trends, and customer activity.

Support management with data for decision-making and continuous improvement.

5. Training & User Enablement



Train new employees in TMS functionalities, workflows, and best practices.

Develop user guides, SOPs, and quick-reference materials.

Conduct refresher sessions to improve system adoption and reduce errors.

6. Process Optimization & Digital Improvement

Analyse operational workflows and propose system-based improvements.

Support automation initiatives (e.g., EDI, API integrations, auto-rating, digital PODs).

Collaborate with telematics, billing, and documentation teams to streamline data flows.

Participate in digital transformation projects and system upgrades.

🔧 Required Skills & Competencies

Strong understanding of road-freight operations, planning workflows, and transport documentation.

Experience with TMS platforms (e.g., Transporeon, Mandata, BluJay, SAP TM, Trimble, Webfleet integrations).

Analytical mindset with strong problem-solving abilities.

High attention to detail and strong data-quality discipline.

Excellent communication skills with both technical and non-technical users.

Ability to manage multiple priorities in a fast-paced environment.

Proficiency with MS Office, BI tools, and system configuration interfaces.

🎓 Qualifications

Degree or vocational training in Logistics, IT, Business Systems, or related field.

2–5 years of experience in transport operations, TMS administration, or digital logistics roles.

Knowledge of EDI/API integrations, telematics, and ERP systems is an advantage.

Multilingual skills are valuable in international transport environments.

🤝 Key Interfaces

Transport Planning & Dispatch

Customer Service

Billing & Finance

Fleet & Workshop

IT & Digital Transformation Teams



TMS Vendors & External Integrators

Senior Management

KPIs for Success

System uptime and reliability

Data accuracy and reduction in system-related errors

User satisfaction and support response time

Efficiency improvements in planning and administrative workflows

Successful implementation of new features and integrations

Quality of reporting and actionable insights

Work Environment & Values

The TMS Administrator plays a central role in the digital backbone of road-freight operations. This position requires a blend of operational understanding, technical capability, and a passion for continuous improvement.



4.08. Telematics & Tracking Analyst – Road Freight

Role Purpose

The Telematics & Tracking Analyst ensures accurate, real-time visibility of the fleet and provides data-driven insights that improve safety, efficiency, compliance, and customer service. This role manages tracking systems, analyses telematics data, and supports operational teams with actionable intelligence that enhances decision-making across the transport lifecycle.

Key Responsibilities

1. Fleet Tracking & Real-Time Monitoring

Monitor vehicle locations, routes, delays, and exceptions using telematics and tracking platforms.

Identify deviations from planned routes, unauthorized stops, or potential service failures.

Provide proactive alerts to dispatch and customer service teams to prevent or mitigate disruptions.

Support time-critical deliveries by ensuring accurate ETA visibility.

2. Telematics Data Analysis

Analyse telematics data (speed, idling, harsh events, fuel consumption, driving style).

Produce reports and dashboards highlighting trends, risks, and improvement opportunities.

Support fleet and safety teams with insights for driver coaching and performance programs.

Identify anomalies or recurring issues that may indicate mechanical or operational problems.

3. System Administration & Optimization

Maintain and configure telematics and tracking systems (devices, sensors, dashboards, alerts).

Ensure data accuracy, system uptime, and proper integration with TMS, workshop, and compliance tools.

Coordinate with IT and telematics providers to resolve technical issues.

Support onboarding of new vehicles, trailers, and equipment into the tracking ecosystem.

4. Compliance & Tachograph Support



Monitor digital tachograph data for driving/rest-time compliance.

Identify potential infringements and escalate to compliance or fleet management.

Support audits by providing accurate telematics and tachograph records.

Ensure adherence to EU Mobility Package and national regulations.

5. Customer Visibility & Service Support

Provide customers with tracking updates, location data, and delivery status when required.

Support customer service teams with real-time information for inquiries or incident resolution.

Ensure tracking data aligns with customer-specific visibility platforms (e.g., portals, EDI, APIs).

6. Incident & Risk Analysis

Investigate telematics data related to accidents, delays, or cargo incidents.

Provide evidence and reports to claims, insurance, and safety teams.

Identify high-risk behaviours or routes and propose preventive measures.

7. Training & User Support

Train planners, drivers, and operational staff on telematics tools and best practices.

Develop user guides, SOPs, and quick-reference materials.

Promote a culture of data-driven decision-making and safe driving.

🔧 Required Skills & Competencies

Strong understanding of telematics platforms (e.g., Webfleet, Samsara, Trimble, Fleetboard, Dynafleet).

Ability to analyse large datasets and convert them into actionable insights.

Knowledge of road-freight operations, routing, and compliance requirements.

Familiarity with digital tachographs, CAN-bus data, and vehicle electronics.

Strong communication skills with both technical and non-technical users.

High attention to detail and disciplined documentation habits.

Ability to work independently and manage multiple priorities.

🎓 Qualifications

Degree or vocational training in Logistics, Data Analytics, IT, or related field.



2–5 years of experience in telematics, tracking, or fleet analytics roles.

Knowledge of EU driving/rest-time rules and transport regulations is an advantage.

Certifications in telematics platforms or data analysis tools are beneficial.

Key Interfaces

Transport Planning & Dispatch

Fleet & Workshop Teams

Drivers

Customer Service

Compliance & Safety Teams

IT & Digital Operations

Telematics Providers & External Integrators

Senior Management

KPIs for Success

Tracking accuracy and system uptime

Reduction in delays and route deviations

Driver behaviour improvement metrics

Fuel efficiency and idling reduction

Compliance with tachograph and driving-time rules

Quality and usefulness of telematics reports

Speed of issue detection and escalation

Work Environment & Values

The Telematics & Tracking Analyst plays a central role in modern fleet operations, transforming raw data into operational intelligence. This position requires curiosity, precision, and a commitment to enhancing safety, efficiency, and customer satisfaction.



4.109. Digital Freight Platform Manager – Road Freight

Role Purpose

The Digital Freight Platform Manager owns the strategy, performance, and continuous improvement of the company's digital freight platform(s) - including customer portals, carrier portals, booking tools, visibility dashboards, and API/EDI integrations. This role ensures seamless digital experiences for customers, carriers, and internal teams while driving automation, efficiency, and data-driven decision-making across the transport lifecycle.

Key Responsibilities

1. Platform Ownership & Strategy

Define and execute the roadmap for the digital freight platform in alignment with business goals.

Ensure the platform supports end-to-end digital workflows: quoting, booking, tracking, documentation, invoicing, and analytics.

Evaluate new features, integrations, and technologies to enhance user experience and operational efficiency.

Benchmark platform performance against industry standards and competitors.

2. Product & Feature Management

Translate business needs into platform requirements, user stories, and functional specifications.

Prioritize enhancements based on impact, feasibility, and strategic value.

Coordinate with developers, vendors, and IT teams to deliver updates and new features.

Test and validate releases before deployment to ensure quality and stability.

3. User Experience & Customer Enablement

Ensure the platform delivers a seamless, intuitive experience for shippers, carriers, and internal users.

Gather feedback from customers, sales teams, and operations to identify pain points and improvement opportunities.

Oversee onboarding and training for customers and partners using the platform.

Develop user guides, tutorials, and support materials.

4. Data, Analytics & Performance Monitoring

Monitor platform KPIs: adoption rates, booking volumes, digital share of business, uptime, and user satisfaction.



Analyse user behaviour to identify trends and optimize workflows.

Ensure data accuracy, consistency, and compliance across all digital touchpoints.

Provide insights to management on digital performance and ROI.

5. Integration & Automation

Oversee integrations with TMS, telematics, ERP, WMS, carrier systems, and customer platforms.

Support API/EDI development to enable automated data exchange.

Drive automation initiatives to reduce manual work (auto-rating, digital PODs, self-service tools).

Ensure interoperability across all digital systems.

6. Stakeholder Collaboration

Work closely with operations, sales, customer service, IT, and finance to align platform capabilities with business needs.

Act as the bridge between commercial teams and technical teams.

Support sales and key account managers in promoting digital adoption to customers.

7. Vendor & Partner Management

Manage relationships with platform providers, software vendors, and integration partners.

Evaluate vendor performance and negotiate service levels and contracts.

Ensure timely resolution of technical issues and platform incidents.

8. Compliance, Security & Quality Assurance

Ensure the platform complies with data protection, cybersecurity, and transport-industry regulations.

Maintain documentation of processes, configurations, and system changes.

Support audits and risk assessments related to digital systems.

✂ Required Skills & Competencies

Strong understanding of road-freight operations, digital logistics, and customer workflows.

Experience with digital freight platforms (e.g., Transporeon, Sennder, Uber Freight, Forto, CargoWise, project44).

Product-management mindset with the ability to translate business needs into digital solutions.



Excellent analytical and problem-solving skills.

Strong communication skills with both technical and non-technical stakeholders.

Ability to manage multiple projects and priorities in a fast-paced environment.

Familiarity with APIs, EDI, UX principles, and digital process automation.

High attention to detail and strong documentation discipline.

Qualifications

Degree in Logistics, Business, IT, Digital Product Management, or related field.

3–7 years of experience in digital logistics, TMS/platform administration, product management, or transport operations.

Experience with SaaS platforms, integrations, and digital transformation projects.

Certifications in product management, agile methodologies, or UX are an advantage.

Key Interfaces

Operations & Transport Planning

Sales & Key Account Management

Customer Service

IT & Digital Transformation Teams

Finance & Billing

Carriers & Subcontractors

Platform Vendors & Integration Partners

Senior Management

KPIs for Success

Platform adoption rate (customers & carriers)

Digital share of bookings and documentation

Reduction in manual processes and operational touchpoints

Platform uptime, stability, and performance

User satisfaction and feedback scores

Speed and quality of feature delivery

ROI on digital initiatives

Work Environment & Values



The Digital Freight Platform Manager is a catalyst for digital transformation in road-freight logistics. This role blends product leadership, operational understanding, and technological insight to create a seamless, modern freight experience for all stakeholders.



4.110. Data Analyst – Road Freight

Role Purpose

The Data Analyst transforms operational, financial, and telematics data into actionable insights that improve efficiency, profitability, safety, and customer satisfaction across the road-freight business. This role supports decision-making by analysing trends, building dashboards, and ensuring data accuracy across all transport systems.

Key Responsibilities

1. Data Collection & Quality Assurance

Gather data from TMS, telematics, ERP, WMS, fuel systems, and customer platforms.

Validate data accuracy, completeness, and consistency across systems.

Identify data gaps, anomalies, and recurring quality issues.

Support implementation of data-quality standards and governance.

2. Operational Analytics

Analyse transport performance: on-time delivery, delays, route deviations, utilisation, empty mileage, and load factors.

Provide insights to planning, fleet, and customer service teams to improve daily operations.

Support root-cause analysis for service failures and operational bottlenecks.

3. Financial & Cost Analysis

Analyse transport costs: fuel, tolls, subcontractor rates, maintenance, and overheads.

Support profitability analysis by lane, customer, vehicle type, and service category.

Provide data for pricing decisions, tenders, and commercial negotiations.

4. Telematics & Fleet Performance

Analyse telematics data: fuel consumption, idling, harsh events, eco-driving scores, and vehicle health.

Support fleet managers with insights for driver coaching and predictive maintenance.

Monitor KPIs related to safety, compliance, and vehicle efficiency.

5. Dashboard & Reporting Development

Build and maintain dashboards in BI tools (Power BI, Tableau, Qlik, Looker).

Automate recurring reports for operations, finance, and management.

Present insights in clear, visual, and actionable formats.



6. Strategic & Project Support

Support digital transformation initiatives with data-driven recommendations.

Participate in projects such as network optimisation, fleet renewal, and automation.

Provide scenario modelling and forecasting for strategic planning.

7. Cross-Functional Collaboration

Work closely with planning, fleet, finance, customer service, and IT teams.

Translate operational challenges into analytical questions and solutions.

Support customer-facing teams with data for QBRs, tenders, and performance reviews.

Required Skills & Competencies

Strong analytical and problem-solving skills.

Proficiency with BI tools (Power BI, Tableau, Qlik) and SQL.

Advanced Excel skills and familiarity with data-processing tools (Python/R is a plus).

Understanding of road-freight operations, KPIs, and transport workflows.

Ability to interpret complex datasets and communicate insights clearly.

High attention to detail and strong data-quality discipline.

Ability to manage multiple priorities in a fast-paced environment.

Qualifications

Degree in Data Analytics, Logistics, Business Intelligence, Mathematics, or related field.

2–5 years of experience in data analysis, ideally within transport/logistics.

Knowledge of TMS, telematics platforms, and ERP systems is an advantage.

Certifications in BI tools or data analytics are beneficial.

Key Interfaces

Transport Planning & Dispatch

Fleet & Workshop

Finance & Pricing

Customer Service & Key Account Management

IT & Digital Transformation

Senior Management

KPIs for Success



Data accuracy and reliability

Quality and usability of dashboards and reports

Reduction in operational inefficiencies through data insights

Support for cost optimization and profitability improvements

Adoption of data-driven decision-making across teams

Timeliness of reporting and analysis delivery

Work Environment & Values

The Data Analyst plays a central role in transforming road-freight operations into a data-driven, efficient, and customer-focused business. This position requires curiosity, precision, and a passion for turning numbers into meaningful actions.



4.111. Automation Specialist (Logistics)

Role Purpose

The Automation Specialist drives the design, implementation, and optimization of automated processes across logistics operations. This includes workflow automation, robotic solutions, system integrations, and data-driven process improvements. The role ensures higher efficiency, reduced manual workload, improved accuracy, and seamless digital execution across transport, warehousing, and administrative functions.

Key Responsibilities

1. Process Automation & Workflow Design

Analyse operational processes (transport planning, documentation, billing, warehouse flows) to identify automation opportunities.

Design and implement automated workflows using RPA, scripting, low-code platforms, or TMS/WMS automation modules.

Standardize processes to reduce manual touchpoints and eliminate repetitive tasks.

Ensure automation aligns with operational requirements and compliance standards.

2. System Integration & Digital Connectivity

Support integration between TMS, WMS, ERP, telematics, customer portals, and carrier systems.

Work with APIs, EDI, and middleware tools to automate data exchange.

Troubleshoot integration issues and ensure data accuracy across systems.

Collaborate with IT and external vendors to deploy new interfaces.

3. Robotics & Physical Automation (if applicable)

Support implementation of warehouse automation (conveyors, AMRs/AGVs, scanning systems).

Monitor performance of automated equipment and coordinate maintenance with technical teams.

Evaluate new automation technologies for warehouse and yard operations.

4. Data Analysis & Continuous Improvement

Analyse process performance, cycle times, error rates, and automation ROI.

Identify bottlenecks and propose improvements based on data insights.

Develop dashboards and KPIs to track automation impact.

Support predictive and prescriptive analytics initiatives.



5. Project Management

Lead automation projects from concept to deployment.

Prepare business cases, timelines, and resource plans.

Coordinate cross-functional teams (operations, IT, finance, customer service).

Ensure smooth change management and user adoption.

6. User Training & Support

Train staff on new automated workflows, tools, and digital processes.

Develop SOPs, user guides, and troubleshooting materials.

Provide ongoing support and monitor system usage to ensure long-term success.

7. Compliance, Security & Quality Assurance

Ensure automated processes comply with transport regulations, data protection rules, and internal policies.

Conduct testing, validation, and quality checks before deployment.

Maintain documentation of automation logic, integrations, and system changes.

Required Skills & Competencies

Strong understanding of logistics workflows (transport, warehousing, documentation, billing).

Experience with automation tools (RPA platforms, low-code tools, scripting languages).

Knowledge of APIs, EDI, and system integration principles.

Analytical mindset with strong problem-solving abilities.

Ability to translate operational needs into technical solutions.

Excellent communication skills with both technical and non-technical teams.

High attention to detail and strong documentation discipline.

Project management and change-management capabilities.

Qualifications

Degree in Logistics, IT, Industrial Engineering, Automation, or related field.

3–7 years of experience in logistics automation, digital operations, or process engineering.

Experience with TMS/WMS/ERP systems and telematics platforms is an advantage.

Certifications in RPA, low-code platforms, or project management are beneficial.



Key Interfaces

Transport Planning & Dispatch

Warehouse Operations

Customer Service & Documentation Teams

IT & Digital Transformation

Finance & Billing

External Vendors & Integration Partners

Senior Management

KPIs for Success

Reduction in manual workload and process cycle times

Automation uptime and reliability

Accuracy and consistency of automated workflows

ROI on automation initiatives

User adoption and satisfaction

Reduction in operational errors and rework

Work Environment & Values

The Automation Specialist plays a pivotal role in modernizing logistics operations. This position blends technical expertise with operational understanding, driving efficiency, accuracy, and innovation across the entire logistics ecosystem.



4.112. IoT Fleet Tracking Specialist – Road Freight

Role Purpose

The IoT Fleet Tracking Specialist manages the full lifecycle of IoT-based tracking technologies across the fleet. This includes installing and maintaining devices, ensuring data accuracy, monitoring real-time fleet activity, and supporting predictive maintenance and operational visibility. The role strengthens safety, efficiency, and compliance by leveraging connected-vehicle data and sensor intelligence.

Key Responsibilities

1. IoT Device Installation & Maintenance

Install, configure, and test IoT tracking devices on trucks, trailers, and mobile assets.

Maintain and troubleshoot GPS units, telematics sensors, temperature probes, door sensors, tire-pressure systems, and fuel-level monitors.

Ensure devices are calibrated, secure, and function reliably.

Maintain a structured inventory of IoT hardware and spare parts.

2. Real-Time Tracking & Operational Monitoring

Monitor fleet location, movement, and sensor data through telematics and IoT platforms.

Detect anomalies such as signal loss, tampering, abnormal temperature changes, or route deviations.

Provide proactive alerts to dispatch, fleet, and customer service teams.

Support time-critical deliveries with accurate ETA and event-based notifications.

3. Data Quality & System Integration

Ensure accurate data flow between IoT devices, telematics systems, TMS, and analytics platforms.

Work with APIs, EDI, and integration tools to automate data exchange.

Investigate discrepancies between sensor data and operational records.

Collaborate with IT teams to maintain secure, stable data pipelines.

4. Predictive Maintenance & Asset Health

Monitor IoT-based diagnostics (engine health, tire pressure, battery status, vibration patterns).

Identify early-stage failures and escalate to workshop teams.

Support predictive maintenance programs using sensor-driven insights.



Track asset utilization and performance trends.

5. Compliance, Security & Risk Management

Ensure IoT systems comply with cybersecurity standards and data-protection regulations.

Monitor for unauthorized access, tampering, or device manipulation.

Support compliance with tachograph rules, cold-chain requirements, and ADR monitoring (if applicable).

Provide data for incident investigations, claims, and insurance cases.

6. Reporting & Analytics

Build dashboards and reports on fleet visibility, sensor performance, and device uptime.

Analyse IoT data to identify operational inefficiencies or safety risks.

Provide insights into management for strategic decision-making.

Support customer-facing reporting for visibility and service quality.

7. Training & User Support

Train drivers, planners, and workshop teams on IoT device usage and best practices.

Develop SOPs, troubleshooting guides, and quick-reference materials.

Provide first-line support for device-related issues.

✂ Required Skills & Competencies

Strong understanding of IoT technologies, telematics systems, and connected-fleet solutions.

Experience with GPS tracking, sensor networks, and CAN-bus data.

Ability to diagnose hardware, connectivity, and data-flow issues.

Analytical mindset with strong problem-solving abilities.

Clear communication skills with both technical and operational teams.

High attention to detail and disciplined documentation habits.

Ability to work independently in workshop and on-road environments.

🎓 Qualifications

Degree or vocational training in IT, Electronics, Mechatronics, Telematics, or related field.

2–5 years of experience in IoT, telematics, or fleet-technology roles.



Knowledge of road-freight operations, tachograph rules, and vehicle systems is an advantage.

Certifications in IoT platforms, networking, or telematics systems are beneficial.

Key Interfaces

Fleet & Workshop Teams

Transport Planning & Dispatch

Drivers

IT & Digital Operations

Telematics Providers & IoT Vendors

Customer Service & Key Account Teams

Compliance & Safety Teams

Senior Management

KPIs for Success

IoT device uptime and data accuracy

Reduction in tracking gaps and sensor failures

Improvement in fleet visibility and ETA reliability

Contribution to predictive maintenance and reduced breakdowns

Quality and usefulness of IoT-driven insights

Speed of issue detection and resolution

User adoption and satisfaction with IoT tools

Work Environment & Values

The IoT Fleet Tracking Specialist plays a pivotal role in building a connected, intelligent, and efficient fleet. This position blends technical expertise with operational understanding, enabling the company to leverage real-time data for safer, smarter, and more sustainable transport operations.



4.113. Head of Road Freight

1. Position Purpose

The Head of Road Freight leads the full road-transport business unit, ensuring safe, compliant, profitable, and customer-centric operations across domestic and international networks. This role shapes strategy, drives commercial growth, ensures operational excellence, and leads digital transformation while maintaining the highest standards of safety, sustainability, and regulatory compliance.

The position is accountable for P&L performance, fleet utilization, subcontractor management, customer satisfaction, and the development of high-performing teams across dispatch, planning, fleet management, drivers, and support functions.

2. Key Responsibilities

A. Strategic Leadership & Business Growth

Develop and execute the road-freight strategy aligned with corporate goals.

Lead market analysis, pricing strategy, and competitive positioning.

Expand the customer portfolio through strategic sales support and key-account engagement.

Drive network optimization, lane profitability, and capacity planning.

Lead sustainability initiatives (CO₂ reduction, alternative fuels, eco-driving, modal shift opportunities).

B. Operational Excellence

Oversee daily operations including dispatching, planning, fleet management, and cross-border transport.

Ensure high service levels, on-time performance, and operational reliability.

Implement continuous-improvement programs (LEAN, Kaizen, Six Sigma).

Optimize fleet utilization, routing efficiency, and load factor.

Ensure robust contingency planning for disruptions (weather, strikes, border delays, capacity shortages).

C. Compliance, Safety & Quality

Guarantee full compliance with EU and national regulations (EU Mobility Package, driving/rest times, cabotage, ADR, GDP, etc.).

Maintain safety culture across drivers, subcontractors, and operations teams.

Oversee audits, certifications, and quality standards (ISO, SQAS, TAPA, etc.).



Ensure proper insurance coverage, claims handling, and risk-mitigation processes.

D. Financial & P&L Management

Own the Road Freight P&L, including revenue, cost control, and profitability.

Manage budgets, forecasts, and financial reporting.

Optimize cost structures: fuel, tolls, maintenance, leasing, subcontractors, and overhead.

Lead investment planning for fleet, technology, and infrastructure.

E. People Leadership

Lead and develop teams across planning, dispatch, fleet management, customer service, and driver workforce.

Build a culture of accountability, safety, and operational excellence.

Implement workforce planning, training, and performance-management frameworks.

Strengthen driver engagement, retention, and recruitment strategies.

F. Digital Transformation & Innovation

Drive adoption of TMS, telematics, fleet-management systems, and automation tools.

Lead data-driven decision-making (KPIs, dashboards, predictive analytics).

Support integration of AI-based planning, route optimization, and customer-visibility platforms.

Champion paperless operations and digital compliance workflows.

G. Stakeholder & Partner Management

Manage relationships with customers, suppliers, subcontractors, authorities, and internal stakeholders.

Negotiate contracts with carriers, leasing companies, and service providers.

Represent the company in industry associations, regulatory bodies, and strategic partnerships.

3. Key Performance Indicators (KPIs)

Category	KPI Examples
Financial	Gross margin, EBIT, cost per km/ton, fleet ROI, subcontractor cost ratio
Operational	On-time delivery, load factor, empty-km ratio, planning accuracy



Category	KPI Examples
Safety & Compliance	Accident rate, infringements, audit scores, insurance claims
Customer	NPS, complaint rate, service-level adherence
People	Driver turnover, training completion, engagement scores
Sustainability	CO ₂ per km/ton, eco-driving performance, alternative-fuel adoption

4. Required Qualifications & Experience

Education

Bachelor's or Master's degree in Logistics, Supply Chain, Business Administration, or related field.

Additional certifications (CPC, ADR, ISO, Lean Six Sigma) are an advantage.

Professional Experience

10+ years in road-freight operations, with at least 5 years in senior leadership.

Proven P&L ownership and commercial acumen.

Experience managing large fleets and/or subcontractor networks.

Strong background in cross-border EU transport and regulatory frameworks.

Demonstrated success in digital transformation and operational optimization.

Technical Skills

Expertise in TMS, telematics, fleet-management systems, and planning tools.

Strong understanding of EU Mobility Package, driving/rest times, cabotage rules, ADR, GDP, and customs basics.

Financial literacy: budgeting, cost modeling, pricing, and margin management.

Data-driven decision-making and KPI management.

Leadership Competencies

Strategic thinker with hands-on operational capability.

Strong communicator and negotiator.

Ability to lead diverse teams across multiple locations.

High resilience, problem-solving ability, and crisis-management skills.

Commitment to safety, compliance, and ethical leadership.



5. Working Conditions

Hybrid office/operational environment with regular presence in depots, yards, and customer sites.

Travel required across regions/countries depending on network footprint.

Availability for crisis-management situations outside normal working hours.

6. Why This Role Matters

The Head of Road Freight is the backbone of the company's transport operations balancing commercial growth, operational precision, regulatory compliance, and people leadership. This role ensures the company delivers safe, reliable, and sustainable transport solutions while remaining competitive in a rapidly evolving logistics landscape.



4.114. Director of Transport Operations

1. Role Purpose

The Director of Transport Operations provides strategic, commercial, and operational leadership across all transport activities - domestic and international. This role ensures safe, compliant, efficient, and customer-centric operations while driving profitability, digital transformation, and continuous improvement.

The position oversees planning, dispatch, fleet management, subcontractor networks, customer service, and operational excellence teams. It is accountable for P&L performance, service quality, regulatory compliance, and the development of a high-performing operational culture.

2. Key Responsibilities

A. Strategic Leadership

Define and execute the transport operations strategy aligned with corporate goals.

Lead network design, capacity planning, and long-term operational development.

Drive innovation, automation, and digital transformation across all transport functions.

Develop sustainability strategies (CO₂ reduction, alternative fuels, modal shift, eco-driving).

Represent the company in industry forums, regulatory bodies, and strategic partnerships.

B. Operational Management

Oversee day-to-day transport operations across all sites, hubs, and regions.

Ensure high service reliability, on-time performance, and operational resilience.

Lead continuous-improvement programs (LEAN, Kaizen, Six Sigma).

Optimize fleet utilization, routing, load factor, and subcontractor performance.

Ensure robust contingency planning for disruptions (weather, strikes, border delays, capacity shortages).

C. Compliance, Safety & Quality

Guarantee full compliance with national and EU regulations (Mobility Package, driving/rest times, cabotage, ADR, GDP, etc.).

Strengthen safety culture across drivers, planners, subcontractors, and operational teams.

Oversee audits, certifications, and quality frameworks (ISO, SQAS, TAPA).



Manage insurance, claims, and risk-mitigation processes.

D. Financial & P&L Accountability

Own the Transport Operations P&L, including revenue, cost control, and profitability.

Lead budgeting, forecasting, and financial reporting.

Optimize cost structures: fuel, tolls, maintenance, leasing, subcontractors, and overhead.

Evaluate and approve investments in fleet, technology, and infrastructure.

E. People Leadership

Lead and develop multi-site teams across planning, dispatch, fleet management, customer service, and driver workforce.

Build a culture of accountability, safety, and operational excellence.

Implement workforce planning, training, succession planning, and performance-management frameworks.

Strengthen driver recruitment, retention, and engagement strategies.

F. Customer & Stakeholder Management

Ensure customer satisfaction through reliable, transparent, and proactive service.

Support key-account management with operational expertise and solution design.

Manage relationships with suppliers, subcontractors, authorities, and internal stakeholders.

Negotiate contracts with carriers, leasing companies, and service providers.

3. Key Performance Indicators (KPIs)

Category	KPI Examples
Financial	Gross margin, EBIT, cost per km/ton, fleet ROI, subcontractor cost ratio
Operational	On-time delivery, load factor, empty-km ratio, planning accuracy, network efficiency
Safety & Compliance	Accident rate, infringements, audit scores, insurance claims
Customer	NPS, complaint rate, service-level adherence, operational responsiveness



Category	KPI Examples
People	Driver turnover, absenteeism, training completion, engagement scores
Sustainability	CO ₂ per km/ton, eco-driving performance, alternative-fuel adoption

4. Required Qualifications & Experience

Education

Bachelor's or Master's degree in Logistics, Supply Chain, Business Administration, or related field.

Additional certifications (CPC, ADR, Lean Six Sigma, ISO auditor) are an advantage.

Professional Experience

10–15+ years in transport operations, with at least 5 years in senior leadership.

Proven P&L ownership and commercial acumen.

Experience managing large fleets and/or subcontractor networks across multiple sites.

Strong background in EU transport regulations and cross-border operations.

Demonstrated success in digital transformation and operational optimization.

Technical Skills

Expertise in TMS, telematics, fleet-management systems, and planning tools.

Strong understanding of regulatory frameworks (Mobility Package, ADR, GDP, cabotage rules).

Financial literacy: budgeting, cost modeling, pricing, and margin management.

Data-driven decision-making and KPI management.

Leadership Competencies

Strategic thinker with hands-on operational capability.

Strong communicator, negotiator, and change leader.

Ability to lead diverse teams across multiple locations.

High resilience, problem-solving ability, and crisis-management skills.

Commitment to safety, compliance, and ethical leadership.

5. Working Conditions

Multi-site leadership with regular travel across regions/countries.



Hybrid office/operational environment with presence in depots, hubs, and customer sites.

Availability for crisis-management situations outside normal working hours.

6. Why This Role Matters

The Director of Transport Operations is the strategic backbone of the company's logistics performance. This role ensures that transport operations are safe, compliant, efficient, profitable, and future-ready balancing commercial growth with operational excellence and sustainability.



4.115. Regional Transport Manager

1. Role Purpose

The Regional Transport Manager leads all transport operations within a defined geographic region, ensuring safe, compliant, efficient, and customer-focused execution of daily transport activities. The role manages planning, dispatch, fleet operations, subcontractor performance, and customer service teams across multiple sites.

This position acts as the operational bridge between strategic leadership and frontline execution, translating company strategy into regional performance, driving continuous improvement, and ensuring operational excellence across the network.

2. Key Responsibilities

A. Regional Operational Leadership

Lead day-to-day transport operations across all depots, hubs, and sites in the region.

Ensure consistent service delivery, ontime performance, and operational reliability.

Oversee planning, dispatch, fleet management, and customer service teams.

Monitor and optimize routing, load factor, empty-km ratio, and fleet utilization.

Implement standardized processes and operational best practices across all sites.

B. Compliance, Safety & Quality

Ensure full compliance with national and EU regulations (Mobility Package, driving/rest times, cabotage, ADR, GDP).

Promote a strong safety culture among drivers, planners, subcontractors, and site teams.

Conduct regular audits, inspections, and compliance checks.

Manage incident reporting, insurance claims, and corrective actions.

Maintain quality standards (ISO, SQAS, TAPA) within the region.

C. People Leadership & Development

Lead, coach, and develop multi-site teams (dispatchers, planners, fleet coordinators, supervisors).

Support driver engagement, retention, and performance initiatives.

Conduct workforce planning, shift planning, and resource allocation.

Drive a culture of accountability, teamwork, and continuous improvement.

D. Customer & Stakeholder Management



Ensure high service levels and proactive communication with customers.
Support key-account teams with operational insights and solution design.
Manage relationships with subcontractors, suppliers, and local authorities.
Resolve escalations and operational issues quickly and professionally.

E. Financial & Performance Management

Manage regional budgets, cost control, and operational KPIs.
Optimize cost drivers: fuel, tolls, maintenance, subcontractor spend, overtime.
Monitor lane profitability and regional P&L contributions.
Support investment planning for fleet, equipment, and site infrastructure.

F. Continuous Improvement & Digitalization

Drive LEAN, Kaizen, and process-improvement initiatives across the region.
Promote adoption of TMS, telematics, fleet-management systems, and digital workflows.
Use data and KPIs to identify bottlenecks and implement corrective actions.
Support sustainability initiatives (eco-driving, CO₂ reduction, alternative fuels).

3. Key Performance Indicators (KPIs)

Category	KPI Examples
Operational	On-time delivery, load factor, empty-km ratio, planning accuracy
Financial	Cost per km/ton, subcontractor cost ratio, overtime control
Safety & Compliance	Infringements, accident rate, audit scores
Customer	Complaint rate, service-level adherence, response time
People	Staff turnover, absenteeism, training completion
Sustainability	CO ₂ per km/ton, eco-driving performance

4. Required Qualifications & Experience

Education

Degree in Logistics, Supply Chain, Transport Management, or equivalent experience.
CPC, ADR, or other transport-related certifications are an advantage.

Professional Experience



5–10+ years in transport operations, with multi-site or regional responsibility.

Strong experience in planning, dispatch, fleet management, and subcontractor coordination.

Proven track record in operational optimization and team leadership.

Familiarity with EU transport regulations and cross-border operations.

Technical Skills

Proficiency with TMS, telematics, and fleet-management systems.

Strong understanding of regulatory frameworks (Mobility Package, ADR, GDP).

Solid analytical skills and KPI-driven decision-making.

Good financial awareness (cost control, budgeting basics).

Leadership Competencies

Hands-on operational leader with strong communication skills.

Ability to manage diverse teams across multiple locations.

Strong problem-solving and crisis-management capability.

High integrity, safety-focused mindset, and customer orientation.

5. Working Conditions

Frequent travel between regional sites, depots, and customer locations.

Mix of office, operational, and yard environments.

Occasional availability required outside standard working hours for operational escalations.

6. Why This Role Matters

The Regional Transport Manager ensures that strategy becomes reality on the ground. This role safeguards service quality, compliance, and profitability while empowering teams and maintaining operational stability across the region. It is a critical leadership position in delivering safe, efficient, and customer-centric transport operations.



4.116. National Road Freight Manager

1. Role Purpose

The National Road Freight Manager leads all road-freight operations across the country, ensuring safe, compliant, efficient, and customer-centric transport services. This role oversees regional operations, fleet performance, subcontractor networks, planning excellence, and national service standards.

The position is accountable for national operational strategy, performance management, cost optimization, and the development of a unified operational culture across all regions. It acts as the key link between executive leadership and regional/site operations.

2. Key Responsibilities

A. National Operational Leadership

Lead and coordinate all road-freight operations across the country.

Ensure consistent service delivery, on-time performance, and operational reliability across all regions.

Standardize processes, SOPs, and best practices nationwide.

Oversee national planning, dispatching, fleet management, and customer service performance.

Monitor and optimize routing, load factor, empty-km ratio, and capacity utilization.

B. Strategy & Network Optimization

Develop and implement the national road-freight strategy aligned with corporate goals.

Lead network design, lane optimization, and capacity planning.

Identify opportunities for consolidation, hub optimization, and efficiency gains.

Support commercial teams with operational insights for national tenders and key accounts.

C. Compliance, Safety & Quality

Ensure full compliance with national and EU regulations (Mobility Package, driving/rest times, cabotage, ADR, GDP).

Strengthen safety culture across all regions and operational teams.

Oversee national audits, inspections, and compliance programs.

Manage incident reporting, insurance claims, and corrective actions.

Maintain national quality standards (ISO, SQAS, TAPA).



D. People Leadership & Development

Lead and develop Regional Transport Managers and national support teams.

Build a culture of accountability, collaboration, and continuous improvement.

Oversee workforce planning, succession planning, and training programs.

Support driver recruitment, retention, and engagement strategies at national level.

E. Customer & Stakeholder Management

Ensure national service-level consistency and customer satisfaction.

Support key-account management with operational design, performance reviews, and improvement plans.

Manage relationships with national suppliers, subcontractors, and authorities.

Resolve escalations and systemic operational issues.

F. Financial & Performance Management

Manage national budgets, cost control, and operational KPIs.

Optimize cost drivers: fuel, tolls, maintenance, subcontractor spend, overtime.

Monitor lane profitability and national P&L contributions.

Support investment planning for fleet, technology, and infrastructure.

G. Continuous Improvement & Digitalization

Drive national LEAN, Kaizen, and process-improvement initiatives.

Promote adoption of TMS, telematics, fleet-management systems, and digital workflows.

Use data and KPIs to identify national bottlenecks and implement corrective actions.

Lead sustainability initiatives (eco-driving, CO₂ reduction, alternative fuels).

3. Key Performance Indicators (KPIs)

Category	KPI Examples
Operational	On-time delivery, load factor, empty-km ratio, planning accuracy
Financial	Cost per km/ton, subcontractor cost ratio, overtime control, national margin
Safety & Compliance	Infringements, accident rate, audit scores



Category	KPI Examples
Customer	Complaint rate, service-level adherence, national NPS
People	Staff turnover, absenteeism, training completion
Sustainability	CO ₂ per km/ton, eco-driving performance

4. Required Qualifications & Experience

Education

Degree in Logistics, Supply Chain, Transport Management, or equivalent experience.

CPC, ADR, or other transport-related certifications are an advantage.

Professional Experience

8–12+ years in road-freight operations, with national or multi-regional responsibility.

Strong experience in planning, dispatch, fleet management, and subcontractor coordination.

Proven track record in operational optimization and team leadership.

Familiarity with EU transport regulations and cross-border operations.

Technical Skills

Proficiency with TMS, telematics, and fleet-management systems.

Strong understanding of regulatory frameworks (Mobility Package, ADR, GDP).

Solid analytical skills and KPI-driven decision-making.

Good financial awareness (cost control, budgeting, margin management).

Leadership Competencies

Strategic thinker with hands-on operational capability.

Strong communicator and influencer across all levels.

Ability to lead diverse teams across multiple regions.

High resilience, problem-solving ability, and crisis-management skills.

Safety-focused mindset and customer orientation.

5. Working Conditions

Frequent travel across national sites, depots, and customer locations.

Mix of office, operational, and yard environments.

Occasional availability required outside standard working hours for escalations.



6. Why This Role Matters

The National Road Freight Manager ensures that the entire country's transport network runs safely, efficiently, and profitably. This role harmonizes regional operations, drives national performance, and ensures that customers experience consistent, reliable service across all lanes and locations.



4.117. Logistics Director

1. Role Purpose

The Logistics Director provides strategic and operational leadership across all logistics functions, including transport, warehousing, distribution, inventory management, and customer operations. This role ensures that the entire logistics network operates safely, efficiently, profitably, and in full compliance with regulatory and customer requirements.

The position is accountable for national or multi-country logistics strategy, P&L performance, operational excellence, digital transformation, and the development of high-performing teams across all logistics disciplines.

2. Key Responsibilities

A. Strategic Leadership

Develop and execute the logistics strategy aligned with corporate goals.

Lead network design, capacity planning, and long-term infrastructure development.

Drive innovation, automation, and digital transformation across all logistics functions.

Oversee sustainability initiatives (CO₂ reduction, green warehousing, alternative fuels, waste reduction).

Represent the company in industry associations, regulatory bodies, and strategic partnerships.

B. End-to-End Operational Management

Oversee transport, warehousing, distribution, and customer operations across all sites.

Ensure high service reliability, ontime performance, and operational resilience.

Standardize processes, SOPs, and best practices across the logistics network.

Lead continuous-improvement programs (LEAN, Kaizen, Six Sigma).

Ensure robust contingency planning for disruptions (capacity shortages, strikes, weather, supply chain shocks).

C. Compliance, Safety & Quality

Guarantee full compliance with national and international regulations (transport, warehousing, customs, ADR, GDP, ISO).

Strengthen safety culture across all logistics teams and subcontractors.

Oversee audits, certifications, and quality frameworks (ISO 9001, ISO 14001, SQAS, TAPA).

Manage insurance, claims, and risk-mitigation processes.



D. Financial & P&L Accountability

Own the Logistics P&L, including revenue, cost control, and profitability.

Lead budgeting, forecasting, and financial reporting.

Optimize cost structures: transport, warehousing, labor, subcontractors, fuel, tolls, maintenance, and overhead.

Approve investments in fleet, warehouses, automation, and digital systems.

E. People Leadership

Lead and develop multi-site teams across transport, warehousing, planning, customer service, and support functions.

Build a culture of accountability, safety, and operational excellence.

Implement workforce planning, succession planning, and training programs.

Strengthen recruitment, retention, and engagement strategies for logistics talent.

F. Customer & Stakeholder Management

Ensure customer satisfaction through reliable, transparent, and proactive service.

Support key-account management with operational expertise and solution design.

Manage relationships with suppliers, subcontractors, authorities, and internal stakeholders.

Resolve escalations and systemic operational issues.

G. Digitalization & Data-Driven Management

Drive adoption of WMS, TMS, telematics, automation, and advanced analytics.

Promote paperless operations and digital compliance workflows.

Use KPIs and dashboards to steer performance and identify improvement opportunities.

Support integration of AI-based planning, forecasting, and optimization tools.

3. Key Performance Indicators (KPIs)

Category	KPI Examples
Operational	On-time delivery, warehouse productivity, pick accuracy, inventory accuracy
Financial	Logistics cost as % of sales, EBIT, cost per order, cost per km/ton
Safety & Compliance	Accident rate, audit scores, regulatory infringements



Category	KPI Examples
Customer	NPS, complaint rate, service-level adherence
People	Turnover, absenteeism, training completion, engagement
Sustainability	CO ₂ per km/ton, energy efficiency, waste reduction

4. Required Qualifications & Experience

Education

Bachelor's or master's degree in Logistics, Supply Chain, Business Administration, or related field.

Additional certifications (Lean Six Sigma, APICS/CSCP, CPC, ISO auditor) are an advantage.

Professional Experience

10–15+ years in logistics, with at least 5 years in senior leadership.

Proven P&L ownership and commercial acumen.

Experience managing large, multi-site logistics operations.

Strong background in transport, warehousing, and distribution.

Demonstrated success in digital transformation and operational optimization.

Technical Skills

Expertise in WMS, TMS, ERP systems, and automation technologies.

Strong understanding of regulatory frameworks (transport, customs, ADR, GDP, ISO).

Financial literacy: budgeting, cost modeling, pricing, and margin management.

Data-driven decision-making and KPI management.

Leadership Competencies

Strategic thinker with hands-on operational capability.

Strong communicator, negotiator, and change leader.

Ability to lead diverse teams across multiple locations.

High resilience, problem-solving ability, and crisis-management skills.

Commitment to safety, compliance, and ethical leadership.

5. Working Conditions

Multi-site leadership with regular travel across regions/countries.



Hybrid office/operational environment with presence in warehouses, hubs, and customer sites.

Availability for crisis-management situations outside normal working hours.

6. Why This Role Matters

The Logistics Director ensures the entire logistics ecosystem transport, warehousing, distribution, and customer operations runs safely, efficiently, and profitably. This role is central to delivering operational excellence, customer satisfaction, and sustainable growth in a rapidly evolving logistics landscape.



4.118. Chief Operations Officer (Transport Company)

1. Role Purpose

The Chief Operations Officer is the executive leader responsible for the full operational performance of the company's transport and logistics activities. This includes national and international road freight, warehousing, distribution, fleet management, subcontractor networks, customer operations, and digital transformation.

The COO ensures operational excellence, safety, compliance, profitability, and scalability. This role translates corporate strategy into operational reality and drives the company's growth, resilience, and competitive advantage.

2. Key Responsibilities

A. Executive Leadership & Strategy

Shape and execute the company's operational strategy in alignment with corporate goals.

Lead long-term network design, capacity planning, and infrastructure development.

Drive innovation, automation, and digital transformation across all operational functions.

Support mergers, acquisitions, integrations, and strategic partnerships.

Represent operations at board level and contribute to enterprise-wide decision-making.

B. End-to-End Operational Management

Oversee all transport operations (road freight, multimodal, last-mile, distribution).

Lead warehousing, fulfillment, and inventory operations where applicable.

Ensure consistent service quality, on-time performance, and operational resilience.

Standardize processes, SOPs, and operational governance across all sites and regions.

Ensure robust business-continuity planning for disruptions (capacity shortages, strikes, weather, geopolitical events).

C. Compliance, Safety & Risk Management

Guarantee full compliance with national and international regulations (Mobility Package, ADR, GDP, customs, ISO).

Strengthening safety culture across drivers, planners, warehouse teams, and subcontractors.

Oversee audits, certifications, and regulatory inspections.

Lead enterprise risk management, insurance strategy, and claims oversight.



Ensuring ethical, transparent, and responsible operational practices.

D. Financial & P&L Accountability

Own the operational P&L, including revenue, cost control, and profitability.

Lead budgeting, forecasting, and financial performance reviews.

Optimize cost structures: fleet, fuel, tolls, maintenance, labor, subcontractors, warehousing, and overhead.

Approve major investments in fleet, facilities, technology, and automation.

Drive margin improvement through efficiency, network optimization, and strategic sourcing.

E. People Leadership & Culture

Lead and develop senior operational leaders (Directors, Regional Managers, Site Managers).

Build a culture of accountability, safety, customer focus, and continuous improvement.

Oversee workforce planning, succession planning, and leadership development.

Strengthen recruitment, retention, and engagement strategies for drivers and logistics talent.

Champion diversity, inclusion, and high-performance culture.

F. Customer & Stakeholder Management

Ensure customer satisfaction through reliable, transparent, and proactive operations.

Support key-account management with operational design, performance reviews, and solution development.

Manage relationships with strategic suppliers, subcontractors, authorities, and industry bodies.

Act as the operational face of the company in high-level customer engagements.

G. Digitalization & Data-Driven Operations

Drive adoption of TMS, WMS, telematics, automation, and advanced analytics.

Promote paperless operations, digital compliance workflows, and real-time visibility tools.

Use KPIs, dashboards, and predictive analytics to steer performance and identify opportunities.

Lead the integration of AI-based planning, forecasting, and optimization technologies.

3. Key Performance Indicators (KPIs)



Category	KPI Examples
Operational	On-time delivery, network efficiency, warehouse productivity, load factor
Financial	EBIT, cost per km/ton, logistics cost as % of revenue, ROI on assets
Safety & Compliance	Accident rate, infringements, audit scores, insurance claims
Customer	NPS, service-level adherence, complaint rate
People	Leadership pipeline strength, turnover, absenteeism, engagement
Sustainability	CO ₂ per km/ton, energy efficiency, alternative-fuel adoption

4. Required Qualifications & Experience

Education

Bachelor's or Master's degree in Logistics, Supply Chain, Business Administration, Engineering, or related field.

Executive education (MBA, leadership programs) is an advantage.

Professional Experience

15+ years in logistics, transport, or supply chain, with at least 7–10 years in senior leadership.

Proven track record of leading large, multi-site operations.

Experience with P&L ownership and financial accountability.

Strong background in road freight, warehousing, distribution, and subcontractor management.

Demonstrated success in digital transformation and operational optimization.

Experience in regulated environments (ADR, GDP, ISO) is highly valued.

Technical Skills

Expertise in TMS, WMS, ERP, telematics, and automation technologies.

Strong understanding of regulatory frameworks (transport, customs, safety, environmental).

Financial literacy: budgeting, cost modeling, pricing, and margin management.

Data-driven decision-making and KPI governance.



Leadership Competencies

Strategic thinker with strong execution capability.

Exceptional communicator and influencer at all levels.

Skilled in change management, crisis management, and organizational transformation.

High integrity, resilience, and customer-centric mindset.

Ability to lead diverse teams across multiple regions and business units.

5. Working Conditions

Executive-level travel across national and international sites.

Hybrid office/operational presence with regular visits to depots, warehouses, and customer locations.

Availability for crisis-management situations outside normal working hours.

6. Why This Role Matters

The COO is the architect of operational excellence. This role ensures that the company's logistics network is safe, efficient, profitable, scalable, and future-ready. It is central to delivering customer value, enabling growth, and strengthening the company's competitive position in a rapidly evolving transport landscape.



4.119. Head of Compliance & Safety (Road Freight)

1. Role Purpose

The Head of Compliance & Safety ensures that all road-freight operations meet the highest standards of legal compliance, operational safety, and risk management. This role leads to the development, implementation, and continuous improvement of compliance frameworks, safety programs, audit processes, and regulatory governance across the entire transport network.

The position safeguards the company's operating license, protects people and assets, and builds a culture where safety, ethics, and compliance are embedded into daily operations.

2. Key Responsibilities

A. Regulatory Compliance Leadership

Ensure full compliance with national and EU transport regulations (Mobility Package, driving/rest times, cabotage, tachograph rules, ADR, GDP).

Maintain oversight of operator licensing, permits, vehicle documentation, and driver qualifications.

Monitor regulatory changes and proactively update internal policies and procedures.

Serve as the primary liaison with regulatory authorities, auditors, and enforcement bodies.

B. Safety Management & Culture

Develop and implement the company's road-safety strategy, policies, and standards.

Lead accident-prevention programs, incident investigations, and root-cause analysis.

Promote a strong safety culture among drivers, planners, subcontractors, and operational teams.

Oversee driver safety training, induction programs, and ongoing competency development.

Implement and monitor eco-driving, fatigue-management, and defensive-driving initiatives.

C. Risk Management & Governance

Identify operational risks and implement mitigation strategies across the transport network.

Oversee insurance claims, loss prevention, and risk-reduction programs.



Conduct regular risk assessments of depots, yards, vehicles, and operational processes.

Ensure robust business-continuity and emergency-response procedures.

D. Audit, Monitoring & Reporting

Lead internal and external audits (ISO, SQAS, TAPA, customer audits).

Develop and maintain compliance dashboards, KPIs, and reporting frameworks.

Conduct site inspections, driver checks, and operational compliance reviews.

Ensure corrective actions are implemented and verified.

E. Subcontractor & Partner Compliance

Ensure subcontractors meet company standards for safety, compliance, and legal obligations.

Implement onboarding, auditing, and performance-monitoring frameworks for carriers.

Manage contractual compliance requirements and risk-based partner assessments.

F. Digital Compliance & Systems

Drive adoption of digital compliance tools (tachograph analysis, telematics, incident-reporting platforms).

Ensure accurate data capture, reporting, and documentation for regulatory audits.

Support integration of AI-based safety analytics and predictive-risk tools.

G. Cross-Functional Collaboration

Work closely with Operations, HR, Fleet, Legal, and Commercial teams to embed compliance into daily processes.

Support tender responses and customer engagements with compliance expertise.

Provide guidance to senior leadership on compliance risks and strategic decisions.

3. Key Performance Indicators (KPIs)

Category	KPI Examples
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Compliance	Infringements, tachograph violations, audit scores, regulatory findings
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Safety	Accident frequency, severity rate, near-miss reporting, driver safety performance
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Risk	Insurance claims, preventable incidents, risk-assessment completion
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Category	KPI Examples
Operational	Subcontractor compliance rate, documentation accuracy, training completion
Culture	Safety-engagement levels, reporting culture, corrective-action closure time

4. Required Qualifications & Experience

Education

Degree in Transport Management, Logistics, Law, Risk Management, or related field.
CPC, ADR, ISO auditor, NEBOSH, or similar certifications are strong advantages.

Professional Experience

7–12+ years in road-freight compliance, safety, or regulatory roles.
Deep knowledge of EU and national transport legislation.
Experience leading safety programs, audits, and compliance frameworks.
Proven ability to influence operational teams and drive cultural change.
Experience with multi-site or national transport operations.

Technical Skills

Strong understanding of tachograph analysis, telematics, and compliance systems.
Knowledge of ISO, SQAS, TAPA, GDP, and other relevant standards.
Skilled in incident investigation, risk assessment, and root-cause analysis.
Strong analytical and reporting capabilities.

Leadership Competencies

High integrity and strong ethical judgment.
Excellent communication and stakeholder-management skills.
Ability to lead through influence and build trust across all levels.
Strong problem-solving and crisis-management capability.
Commitment to safety, compliance, and continuous improvement.

5. Working Conditions

Regular travel to depots, yards, customer sites, and operational locations.
Mix office, operational, and field environments.



Availability for urgent compliance or safety escalations outside normal hours.

6. Why This Role Matters

The Head of Compliance & Safety protects the company's license to operate, safeguards people and assets, and ensures that road-freight operations are safe, ethical, and legally compliant. This role is central to building trust with customers, regulators, and employees while enabling sustainable, long-term growth.

Last Word

The road-freight sector is one of the most dynamic, demanding, and indispensable pillars of modern logistics. It is a world built on precision, coordination, and trust where every role, no matter how visible or behind-the-scenes, contributes to the safe and efficient movement of goods that sustain economies and communities.

Throughout this book, we have explored the breadth and depth of job functions that make road-freight operations possible. From the strategic oversight of transport managers to the real-time problem-solving of dispatchers, from the technical expertise of mechanics to the professionalism of drivers navigating thousands of kilometres each year each position forms a vital link in a chain that must never break.

Yet job descriptions alone cannot capture the full story. They outline responsibilities, but they cannot fully express the resilience required to handle disruptions, the adaptability needed in a rapidly changing industry, or the human judgment that no system can replace. The people who fill these roles bring the industry to life. Their decisions, dedication, and daily commitment shape the reliability and reputation of the organisations they serve.

As transport and logistics continue to evolve through automation, digital platforms, sustainability initiatives, and shifting global supply chains the road-freight workforce stands at the centre of this transformation. New technologies will enhance efficiency, but they will also demand new skills. Regulations will continue to adapt, requiring continuous learning. Customer expectations will rise, pushing the industry toward greater transparency, speed, and service quality.

What remains constant is the need for clarity, professionalism, and purpose. Clear job descriptions are not just administrative tools; they are foundations for accountability, development, and excellence. They help organisations build stronger teams, help employees understand their roles, and help the industry move forward with confidence.

As you close this book, consider it not an ending but a reference points a guide to understanding the roles that keep the wheels of commerce turning. The road ahead will bring challenges, but also opportunities to innovate, collaborate, and redefine what road-freight logistics can achieve.



The industry's future will be shaped by those who choose to lead it. Whether you are an employer, a professional, a student, or a newcomer to the field, your contribution matters. The journey continues, and it is driven by people with the courage to adapt, the skill to perform, and the vision to move the world forward.

Thank you for being part of this essential industry. The next chapter belongs to you.