

Sr. Logistics Services Specialist

Location: Worcester, MA 01605

Application: <https://jobs.criver.com/job/Worcester-Sr-Logistics-Services-Specialist-MA-01605/540921800/>

We are seeking an experienced **Sr. Logistics Services Specialist** for our Discovery site located in **Worcester, MA.**

The **Sr. Logistics Services Specialist** will assist in the development of the Charles River 'Specialist Logistics Services' team, primarily through customer interaction, but also through operations support; Helping build and grow the team to enable the development of the service within the Charles River global site network; Including general support for shipping/logistics operations as an industry expert.

The following are essential duties related to the **Sr. Logistics Services Specialist** position:

- Meet with internal and external customers both virtually and face to face as appropriate to help propagate business via the promotion of 'Specialist Logistics Services' (SLS)
- Assist customers when they move products through the discovery phase into clinical testing, and ultimately commercialization, with trade compliance advice relating to logistics/shipping documentation and options.
- Encourage the provision of outstanding Customer Service, both internally and externally within the logistics team.
- Provide advice/guidance on all areas of 'Shipment Design' involving shipping to and from CRL MA sites for team members.
- Provide input and feedback to the Specialist Logistics Services, Manager regarding process improvement opportunities, acting as a key change agent within the business encouraging employees to learn, understand, adjust and grow within a culture of continuous improvement.

The following are minimum qualifications related to the **Sr. Logistics Services Specialist** position:

- Bachelor's degree (B.A. /B.S.) or equivalent in management or related discipline. Master's degree (M.B.A/M.S.) and/or supply-chain management certificate preferred.
- Minimum of 6 years of related experience in domestic and international logistics/transportation practices.
- Strong experience in interfacing with regulatory agencies (e.g. FDA, USDA, DEA, DOT, and Customs agencies) and internal and external clients.
- IATA and MasterRegs 49CFR training and experience
- Experience working within a Specialist Freight Forwarder/Courier and a CRO/Biotech facility is preferred.
- An equivalent combination of education and experience may be accepted as a satisfactory substitute for the specific education and experience listed above.
- Exceptional organizational, communication, interpersonal and presentation skills required. Strong intrapersonal direction and motivation and prior personnel management experience are a decided plus.
- Ability to travel 25% of the time both domestically and internationally.