



The Most Trusted Partner in Global Trade™

POSITION DESCRIPTION

Position: Regional Sales Manager

Location: Midwest (IL, IN, MI, WI, OH, or KY)

Reports To: Vice President of Development & Sales

Position Summary: The Regional Sales Manager (RSM) is responsible for driving profitable commercial growth across the Midwest by developing new customer relationships, expanding existing accounts, and positioning the company as a trusted partner for international logistics and supply chain (SC) solutions. The RSM will represent the company professionally in the marketplace, develop a robust sales pipeline, identify customer needs, and collaborate with internal teams to deliver customized global logistics and customs brokerage solutions. The position reports to the **Vice President of Business Development & Sales** and will primarily cover **IL, IN, MI, WI, OH, and KY**, with the potential to expand the territory based on customer relationships and company needs.

Key Responsibilities

- Achieve annual sales and gross-profit objectives by developing new, profitable business and expanding existing customer relationships.
- Develop and maintain a diversified sales pipeline across prospects and customers, industry verticals, shipment modes, service offerings, deal sizes, and stages of opportunity.
- Identify, qualify, and pursue new business opportunities with importers, exporters, manufacturers, distributors, retailers, and other organizations with international supply chains.
- Leverage existing industry connections and continuously develop new relationships with shippers, decisionmakers, supply chain professionals, and other relevant stakeholders.
- Maintain and grow existing accounts through regular customer contact, sales visits, business reviews, and proactive identification of additional service opportunities.
- Serve as a trusted advisor by understanding customer supply chains and recommending practical solutions involving international ocean and air freight, NVOCC services, customs brokerage, transportation, and related 3PL services.
- Work closely with pricing and operations teams to develop competitive, accurate, and profitable quotations and solutions; communicate proposals effectively and follow through to close.
- Prepare customer-specific logistics and supply chain proposals that clearly articulate service capabilities, value, pricing, and implementation requirements.
- Identify opportunities to expand the company's share of customer business through cross-selling, service integration, and solutions that increase customer value and long-term relationships.
- Coordinate closely with operations, customer service, customs brokerage, pricing, and other internal teams to ensure successful implementation and onboarding of new customers.

- Ensure appropriate customer onboarding documentation, service-level agreements, SOPs, credit requirements, and other implementation requirements are completed.
- Monitor account performance and customer satisfaction, proactively addressing service issues and coordinating internal resources to resolve problems.
- Maintain accurate CRM records, including sales activity, account information, opportunity stages, forecasts, next steps, and sales call notes.
- Provide timely sales forecasts, pipeline updates, and other commercial reporting to management.
- Participate in regular sales meetings, commercial calls, trade shows, industry events, and networking activities.
- Stay current on international trade, market conditions, customs requirements, Incoterms, supply chain trends, and industry developments to provide informed customer guidance.
- Manage travel, entertainment, and other sales expenditures responsibly, with appropriate attention to return on investment.
- Perform other duties consistent with the objectives of the position and the company's commercial strategy.

Qualifications & Experience

- **5+ years of demonstrated sales experience** in international freight forwarding, NVOCC, air/ocean freight, customs brokerage, 3PL, or related international logistics services.
- Established relationships with importers, exporters, manufacturers, distributors, retailers, or other international shippers.
- Well-rounded understanding of global logistics, international transportation, customs brokerage, and supply chain services.
- Demonstrated ability to prospect, develop, and close new business while simultaneously growing existing accounts.
- Proven ability to build and manage a healthy sales pipeline with opportunities at varying stages, values, industries, and service requirements.
- Strong consultative and solutions-oriented sales skills, with the ability to understand customer requirements and translate them into commercially viable logistics solutions.
- Working knowledge of international trade concepts, including Incoterms, import/export processes, and customs compliance considerations.
- Ability to establish credibility as a logistics and SC subject-matter resource and trusted advisor.
- Excellent written, verbal, presentation, negotiation, and interpersonal communication skills.
- Strong organizational skills and attention to detail, with the ability to manage multiple opportunities, customers, and priorities effectively.
- Self-motivated, results-oriented, and capable of working independently while contributing effectively within a team environment.
- Strong business judgment and demonstrated understanding of sales profitability, pricing, and return on investment.
- Proficiency with CRM systems, Microsoft Office, and other standard business technology.
- Willingness and ability to travel regularly throughout the assigned territory and attend customer meetings, trade shows, and industry/networking events.
- Bachelor's degree in business, marketing, supply chain, logistics, or a related field preferred; equivalent industry experience will be considered.

Compensation, Benefits & Equipment

- Competitive base salary commensurate with experience, plus commission program and discretionary bonus opportunity.
- Company car allowance.
- Health and other insurance benefits.
- Paid time off (PTO).
- Company-sponsored 401(k) plan with matching contribution.
- Company-provided laptop and mobile phone.

The above statements are intended to describe the general nature and levels of work performed by people assigned to this position. They are not to be construed as an exhaustive list of all job duties performed by a person assigned to this position. Nor is this summary an employment contract or promise of ongoing employment.