# Logistics Coordinator

## Position summary

The Logistics Coordinator keeps Bish's freight moving every day: booking and tracking shipments, working with our preferred carriers, and keeping the warehouse, customer service, and clients informed. It is an entry-level role on the Freight & Logistics team, built for a recent supply chain graduate who wants hands-on ownership from day one.

| Detail | |
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| Title | Logistics Coordinator |
| Department | Operations — Freight & Logistics |
| Reports to | Freight & Logistics Operations Manager |
| Location | Lake Zurich, IL |
| Schedule | Full-time (exempt), Monday–Friday |
| Band | B1 (entry level, individual contributor) |
| Works closely with | 940 and 1290 warehouse teams, Customer Service, Project Management |

You will own the daily shipment calendar and carrier communication so the manager can focus on cost, contracts, and inventory control.

## About Bish Creative Display

Bish Creative Display is a family-owned designer and manufacturer of point-of-sale displays and merchandising programs for the wine, spirits, and consumer packaged goods industries. From our Lake Zurich, IL headquarters and warehouses, we design, produce, store, and ship custom and stock programs for some of the best-known brands on the shelf.

Logistics is a core part of how we serve clients. Bish manages significant amounts of freight through a small group of preferred carriers, imports product from overseas suppliers, and runs a West Coast fulfillment program through a third-party logistics partner. This role sits at the center of that activity.

## Key responsibilities

**Shipment coordination**

- Schedule and book outbound LTL, truckload, and parcel shipments with Bish's preferred carriers; confirm pickups and delivery appointments
- Coordinate inbound deliveries from suppliers and overseas containers with the warehouse teams so dock time and labor are planned ahead
- Prepare bills of lading, packing lists, labels, and pallet specs; verify piece counts and weights against the sales order before release
- Track shipments in transit, follow up on delays, and keep the warehouse, Customer Service, and Project Management informed of changes

**Carrier and partner communication**

- Serve as the daily point of contact for carrier reps on pickups, tracking, and documentation
- Request and compare rate quotes for non-standard shipments (expedites, oversized freight, special handling) and recommend the best option
- Work with our West Coast 3PL partner on shipment handoffs, receipts, and order fulfillment for the piece-in / piece-out program

**Claims, exceptions, and problem solving**

- Open and manage freight claims for damage, shortages, or loss; gather photos and documentation and follow through to resolution
- Research misdeliveries and missing items, and reconcile what shipped against what was ordered
- Flag recurring issues (carrier performance, packaging, address errors) and propose fixes

**Documentation and reporting**

- Keep shipment records, carrier invoices, and claims current in NetSuite and the freight tracking log; audit carrier invoices against quotes and the rate agreements
- Maintain the weekly shipment calendar and the freight cost tracker; support month-end freight cost reporting and client freight pass-through requests
- Support the Operations Manager on carrier performance scorecards and freight cost savings projects

**Customer support**

- Answer tracking and delivery questions from Customer Service, Account Executives, and Project Managers within the same business day
- Provide proof of delivery and shipping documentation to clients on request

## Qualifications

**Required**

- Bachelor's degree in Supply Chain Management, Logistics, Operations Management, Business, or a related field (May 2026 or December 2026 graduates welcome)
- Strong working knowledge of Excel (lookups, pivot tables, basic formulas) and comfort learning new systems quickly
- Clear, professional written and verbal communication; able to keep several parties updated without being asked
- Organized and detail-oriented; can manage a daily calendar of 20+ shipments and catch a piece-count error before a truck leaves
- Calm under deadline pressure and willing to pick up the phone to solve a problem
- Able to work on-site in Lake Zurich, IL and occasionally walk the warehouse floor

**Preferred**

- Internship or co-op experience in logistics, freight, warehousing, manufacturing, or distribution
- Exposure to an ERP or WMS (NetSuite a plus) and to carrier portals or TMS tools
- Familiarity with LTL freight classes, bills of lading, and freight claims
- Basic understanding of import shipping (containers, customs brokers, drayage)
- Coursework or certification in transportation, procurement, or lean operations (APICS/ASCM CSCP or CLTD a plus)

**What success looks like in the first year**

- Shipments leave on the scheduled day with complete, accurate paperwork
- Carriers and internal teams see you as the go-to for status and documentation
- Freight claims are filed within 48 hours of discovery and tracked to closure
- Carrier invoices are audited within the week they arrive, with discrepancies flagged to the Operations Manager

## Growth, working conditions, and compensation

**Growth path**

This role is the entry point to Bish's Freight & Logistics team. With strong performance, the Logistics Coordinator can grow into expanded ownership of carrier management, freight cost analysis, or import logistics, and over time into a Logistics Analyst or Operations Manager track within the B2 band.

**Working conditions**

- Office-based role at our Lake Zurich, IL facility with regular time on the warehouse floor and docks
- After the initial training period, this position can be hybrid
- Standard business hours; occasional early starts or late stays around container arrivals and peak shipping weeks

- Must be able to walk the warehouse, climb a dock, and occasionally lift up to 25 lbs

**Compensation and benefits**

- Base salary of $60,000–$65,000, plus bonus potential
- Health, dental, and vision insurance; 401(k); paid time off and company holidays
- Hands-on training with the Freight & Logistics Operations Manager and direct exposure to the COO and leadership team

**Equal opportunity**

Bish Creative Display is an equal opportunity employer. We make employment decisions without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, veteran status, or any other characteristic protected by law.

**To apply**

Send a resume and a short note on why logistics interests you to careers@bishdisplay.com.