



STUDENT ACTIVATION



Logistics Representative

Logistics representatives work hard to understand customers' needs and how to meet those needs. They manage the life cycle of a product from purchase to delivery, including inventory, warehouse, coordinating pick-up, and tracking. They use software systems specifically built to help with these functions. They think strategically to minimize the cost and time to deliver the product to the customer. Logistics representatives keep organized documentation of all their communication and work to keep customers satisfied.

LOGISTICS REPRESENTATIVE

Logistics representatives are frontline employees who interact with customers directly. Customer service is very important in this job, focusing on professionalism as well as being action-oriented and organized. They are relationship builders. They maintain clear and respectful communication with transportation companies, ensuring that items are picked up and delivered on time. They also focus on the relationship with the customer. The logistics representative solves any issues in a timely manner to keep the customer satisfied with the goal of having repeat customers. They are problem solvers.

IS LOGISTICS REPRESENTATIVE A GOOD CAREER FOR ME?

Me	Logistics Representative
I am very methodical. I like to keep things organized.	Logistics representatives are organized and deliberate.
I am always on time. I hate being late.	Logistics representatives manage multiple schedules simultaneously and make sure things arrive, are completed, and are delivered on time.
I like solving difficult problems.	Logistics representatives work diligently to solve complex problems and develop innovative solutions.

Logistics Representative

STUDENT ACTIVATION (CONTINUED)



I am interested in understanding the complete life cycle of products.	Logistics representatives have a solid understanding of supply chain management.
I am comfortable working with computers.	Logistics representatives use computers and basic office software to create timelines, perform data entry, and more as part of their daily routine.

How does this career help me?	How does this career help the world?
Have you ever had a project due the next day and realized you didn't have the supplies you needed? With a quick run to the store, you can grab all the supplies and still make your deadline. Logistics representatives work around the clock to assure the shelves are stocked at your nearest stores so that you can get what you need when you need it, even if it's at the last minute!	Did you know it is cheaper for Alaska to receive goods than to grow their own food? But it's not easy. Just one cargo ship delay could send a ripple effect through the Alaskan food supply chain. This is common for other places around the world too. With the arduous work of logistics representatives, people in remote places all around the world can get the goods they need.

What are some similar careers?
<p>Customer service representatives interact with customers to handle complaints, process orders, and answer questions.</p> <p>Buyers and purchasing agents buy products and services for organizations. Purchasing managers oversee the work of buyers and purchasing agents.</p>

Here are ways to practice the skills to be a successful **logistics representative**:

- Find work at a call center. This will help you refine your communication skills, think of customer service, and speak with knowledge and empathy.
- Create a care package for a friend to receive on their birthday. Think of a few, small things that will make them happy. Write a letter to them. Find packaging that is cost effective and will keep the items safe. Arrange the delivery so your friend receives the package on their birthday, not a day early or a day late!
- Work with your guidance counselor to take as many math and technology classes as possible. Research local community colleges or elective classes that can offer you an understanding of supply chain management.