

Transportation Representative

Job Location

United States
Remote work from: USA

Base Salary

USD 40 - USD 50

Employment Type

Full-time, Part-time

Description

NOC (Network Operation Center) is the central command and control center for 'Transportation Execution' across the Amazon Supply Chain network supporting multiple geographies like NA, India and EU. It ensures hassle free, timely pick-up and delivery of freight from vendors to Amazon fulfillment centers (FC) and from Amazon FCs to carrier hubs. In case of any exceptions, NOC steps in to resolve the issue and keeps all the stakeholders informed on the proceedings. Along with this tactical problem solving NOC is also charged with understanding trends in network exceptions and then automating processes or proposing process changes to streamline operations. This second aspect involves network monitoring and significant analysis of network data.

Overall, NOC plays a critical role in ensuring the smooth functioning of Amazon transportation and thereby has a direct impact on Amazon's ability to serve its customers on time.

Purview Of a Trans Ops Representative

A Trans Ops Representative at NOC facilitates flow of information between different stakeholders (Trans Carriers/Hubs/Warehouses) and resolves any potential issues that impacts customer experience and business continuity. Trans Ops Specialist at NOC works across two verticals – Inbound and Outbound operations.

Inbound Operations deals with Vendor/Carrier/FC relationship, ensuring that the freight is picked-up on time and is delivered at FC as per the given appointment. Trans Ops Specialist on Inbound addresses any potential issues occurring during the lifecycle of pick-up to delivery.

Outbound Operations deals with FC/Carrier/Carrier Hub relationship, ensuring that the truck leaves the FC in order to delivery customer orders as per promise. Trans Ops Specialist on Outbound addresses any potential issues occurring during the lifecycle of freight leaving the FC and reaching customer premises.

A Trans Ops Representative provides timely resolution to the issue in hand by researching and querying internal tools and by taking real-time decisions. An ideal candidate should be able to understand the requirements/be able to analyze data and notice trends and be able to drive Customer Experience without compromising on time. The candidate should have the basic understanding of Logistics and should

Hiring organization

Amazon

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Valid through

31.05.2025

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be able to communicate clearly in the written and oral form.