



# HUB BADGE CERTIFICATIONS

The CAP Digital Badges denote specialized experience, knowledge, and accomplishment in key service areas.



**Aviation & Aerospace** has logistical challenges including over-sized equipment, timely repairs, and aircraft on ground (AOG) issues. Our dedicated team of aviation and aerospace experts deliver customized transportation solutions to maximize uptime.



**Ground Freight Shipping** experts provide customized, time-definite delivery, and specialized services, we can meet your specific ground freight shipping needs. As an FMCSA licensed property broker, we can arrange for less-than-truckload (LTL), full-truckload (FTL), and exclusive truck moves to even the most remote locations.



**Heavy Equipment** has logistical challenges including timely repairs, safety requirements and remote sites. Our dedicated team of experts deliver customized transportation solutions to maximize uptime.



**Mining Equipment Transportation** with door-to-door solutions for expedited mining equipment transport to the most remote locations. Our team of specialists create tailored plans for heavy haul and over-dimensional machinery transport. Customize any shipment, and experience 24-hour access to your dedicated operator.



**Refinery Transport Solutions** has logistical challenges including over-sized equipment, safety requirements and timely repairs. Our dedicated team of refining experts deliver customized transportation solutions to maximize uptime.



**Pipeline Equipment Transport** requires oversize shipping and remote drop-off. Moving pipeline construction materials and equipment presents a unique transportation challenge. CAP Logistics has pipeline transport professionals available 24/7 with the specialized knowledge to ensure your pipelines continue to operate smoothly.



**Managed Transportation** removes the complexity and stress of your supply chain so you can concentrate on your business. CAP's team of experts will solve your shipping problems, negotiate volume pricing, and streamline your process. This will save you time, money and reduce the number of carriers you require to achieve your goals.



**International** shipping experts can move your freight anywhere in the world, no matter how far. Allow our logistics planners to tailor an international shipping solution for your business. We handle all the paperwork and regulations, just tell us when and where you want it.



**Special Accounts** are those customers with unique needs. CAP Logistics has the experience to customize your transport solution for any item, any size, anywhere. Our transportation experts will handle any paperwork, and you will have a dedicated operator available by phone 24/7/365 - we will even meet you on location.





# OPERATIONS SPECIALIST CAREER PATH

At CAP Logistics, the Operations Specialist role is a critical piece of the puzzle, contributing to meaningful work across the country and the world. We find solutions to minimize downtime and increase reliability, while impressing our clients with world class service.

On-the-job training and a dedicated team will lead you through the OPS career path so you can grow with CAP and in your logistics career.

CAP offers a strong benefits package and competitive pay, valuing the members of our team who impress our customers daily.

## CAP LOGISTICS CORE VALUES

*driving all that we do*



### ❖ L1 OPERATIONS SPECIALIST

Upon hire, new team members jump into our career development program. They receive cross functional training in both sales and operations, ensuring they have a base knowledge in the CAP Core Processes. Following training, L1s gain real-life experience by providing track and trace support to the Operations department.

### ❖ L2 OPERATIONS SPECIALIST

After mastering L1 skills, personnel will receive additional classroom and hands-on training so they can begin providing real support to customers. L2 Operations Specialists will work closely with their Team Leader to develop customized transportation solutions based on the customer's needs.

### ❖ L3 OPERATIONS SPECIALIST

At the next level, the L3 Operations Specialist will gain the experience and knowledge to handle any incoming customer request and coordinate all types of shipments to meet the customer's needs. It is at this level that they can begin to obtain HUB badges to increase their knowledge and abilities in handling key service sectors.

### ❖ L4 OPERATIONS SPECIALIST

The L4 OPS Specialist has in-depth knowledge of all shipment types and across a variety of sectors. With their extensive operational knowledge as well as additional strengths in pricing strategy, they play a key role in onboarding and serving new customers. L4s may also have the opportunity to develop and lead their own service Hub.





# SALES CAREER PATH

As part of the CAP Family of Companies, GS Logistics is a key player in retaining current business and finding new opportunities. Through direct communication with clients and strategic conversations, we learn about logistical challenges and offer great solutions. GS Logistics works closely with CAP Logistics and CAP Worldwide to maximize customer satisfaction.

On-the-job training and a dedicated team will lead you through the Sales career path so you can grow with the CAP Family and in your logistics career.

GS Logistics offers a strong benefits package and competitive pay, valuing the members of our team who impress our customers daily.

## CAP LOGISTICS CORE VALUES

*driving all that we do*



### ❖ ACCOUNT SUPPORT SPECIALIST

Upon hire, new team members jump into our career development program. They receive cross functional training in sales and operations, ensuring they have a base knowledge in the CAP Core Processes. This is a key role, supporting Account Executives through identifying and qualifying leads, maintaining current customer base and profiles, building relationships, and conducting market research, while providing the highest quality customer service.

### ❖ INSIDE SALES REPRESENTATIVE

The next step on the sales career path is the inside sales role. In this position, personnel will develop their own territory by identify leads, maintaining current customer base, building relationships, and qualifying new customers, while providing the highest quality customer service for our client companies.

### ❖ ACCOUNT EXECUTIVE

Having established a customer base, the Account Executive will generate revenue by developing leads and targeting potential customer accounts, while maintaining and increasing revenue through existing accounts. This is accomplished through superior customer service and creating strong, on-going relationships with customers within an assigned territory.

### ❖ SENIOR ACCOUNT EXECUTIVE

Senior Account Executives will manage midsize to large accounts, identify opportunities, engage prospective clients, and develop proposals. They will support the cultivation of high-growth business development and evaluate strategic opportunities within their assigned territory. The Senior Account Executive will also mentor Account Executives.

