

**Position Description  
For  
ILS Analyst  
Household Goods (HHG)**

**Supervisor:** Director Field Services

**Function:** Secure, plan, control, manage and oversee the successful completion of inbound and outbound HHG. Ensure all work is properly scheduled to obtain maximum use of resources as well as accurate and timely reporting.

**Essential Functions:**

1. Attain and process Customer request for Household Goods (HHG) shipment information.
2. Navigate personal property shipments for arrival and coordinate direct delivery or storage to include providing Storage-In-Transit numbers to carriers and carrier's agents.
3. Coordinate diversions, reshipments and re-markings as dock actions as required.
4. Schedule current destination contact information from customers, carriers, and carrier's agent to facilitate cost-effective delivery of shipments.
5. Manage customers with date changes, postponements, cancellations and storage extensions; coordinate these changes with the carriers and the carrier's agents.
6. Secure and maintain documentation in a file for all shipments including copies of dd1299, customers' orders, PPGBL (SF1203) and the TCMD (DD1384) if applicable.

**Qualifications:**

- High School Graduate
- Four years experience with a broad field of experience in the functional application of the above ILS disciplines. Must have the ability to work independently and present workable solutions to operating problems.

- Knowledge of and the ability to use various personal property publications and supply regulations, instructions, policies and procedures.

**General Physical Requirements:**

- Lifting, standing, walking, bending, climbing, grasping, carrying, holding, pushing and pulling are generally required to perform functions of this position.