



Operations Associate – Managed Services

Location: Remote

Department: Operations

Industry: Supply Chain Logistics

Type: Second Shift (2 pm CST - 11 pm CST), Full-Time

About Hangar A

Hangar A is transforming the way logistics and supply chain operations are managed. Hangar A LLC is a leading e-logistics automation and services provider, offering one of the industry's most advanced dock-to-door solutions for express cargo delivery.

Role Overview

As an Operations Associate at Hangar A, you will play a key role in ensuring the smooth execution of daily logistics operations, supporting shipment processing, monitoring status, coordinating with internal teams and external partners, and identifying opportunities for improvement. You'll help ensure that our end-to-end service meets our customers' expectations, leveraging our technology platform and network.

Key Responsibilities

- Monitor and manage flow of orders/shipments through the Hangar A network, including first-mile pickup, air/ground transit and last-mile delivery.
- Use the Hangar A platform and other tools to track shipment status, exceptions, and alerts, in order to proactively identify and escalate issues.
- Work closely with internal stakeholders to coordinate shipments and resolve operational issues
- Perform daily data review and operational metrics tracking and prepare reports or dashboards for management.
- Ensure accurate documentation of shipments (manifesting, labels, customs/expediting where applicable, chain of custody) and maintain data integrity in systems.
- Communicate with customer contacts on status of shipments.
- Provide occasional operational support during peak periods or escalations (e.g., weekend/after-hours coordination if required).
- Maintain strong communication (internal and external) to uphold the brand promise of fast, reliable shipping and exceptional customer experience.

Qualifications

- Bachelor's degree in Business, Supply Chain/Logistics, Operations Management or a related field (or equivalent experience).
- 5+ years of experience in logistics operations, transportation, freight, e-commerce fulfillment or a related environment.

- Excellent organizational and communication skills; ability to coordinate across teams and manage multiple moving parts simultaneously.
- Ability to thrive in a fast-paced, evolving environment; oriented to action and troubleshooting under pressure.
- Experience (or strong interest) working with software/technology platforms for logistics/tracking is a plus (e.g., TMS, WMS, e-commerce shipping systems).
- Detail-oriented, process-driven mindset, and comfortable handling both operational fire-fighting and routine process work.
- Ability to think critically, spot opportunities for improvement, and contribute to continuous process optimization.
- Willingness to work some flexible hours if operational needs demand (e.g., early mornings, end-of-day wrap-ups, occasional weekend support).

Why Hangar A?

- Opportunity to join a high-growth, technology-driven logistics company at the intersection of air + ground express shipping and e-commerce.
- A collaborative environment where your ideas for process improvements and operational excellence will be welcomed and acted upon.
- Competitive salary and benefits package
- Career growth opportunities as Hangar A continues to expand its network, services and footprint.

How to Apply

Ready to take flight with us? Apply today at hangara.com/careers. Please submit your resume and a brief cover note outlining why you want to join Hangar A, with examples of how you've contributed to operations improvements (or handled logistics complexity) in prior roles. We look forward to hearing from you.