

JOB DESCRIPTION

Job title	<i>Export Operator</i>
Reports to (title)	<i>Export Manager</i>
Location	<i>SEKO Warrington, UK</i>
Department	<i>Exports – operations</i>
Key interface	<i>Clients, manager, team members, agents, export companies</i>
Hours / days	<i>Monday to Friday 09.00 – 17.30pm 37.5 working hours per week</i>

Job purpose - General summary and scope

Vital to the success of the operation, the role is to assist in the smooth running of goods moving out of the country and being accountable for their accounts. To receive monitor and process daily freight movements as required. Ensuring the correct paperwork is in place for shipments and their exporters. Developing a rapport and excellent working relationship with clients. Also to ensure the right equipment is collected from the airlines on a daily basis for the shipper built units exported to Australia and New Zealand.

Key duties and responsibilities

- Working as part of a team to deliver satisfaction in exports for all accounts within remit
- To receive collate and export paperwork through the relevant systems
- Allocating stock to bookings and process shipments in accordance with the SOP
- To deal with entry formalities
- To complete customs procedures, and work with appointed routed agents and company operated services
- Prepare and provide documents to customers in accordance with the terms of shipment SOPs
- Administrative skills to complete all required paperwork for the export process
- Continuously monitor shipments from the point of receipt through to delivery
- To be able to assist in file billing and quarries relating to costs
- To use great interpersonal and customer care skills to build relationships with clients and answer questions / queries as they arise in an accurate and timely manner
- Ability to organise and prioritise work in a fast-paced targeted environment
- To escalate any problems as they arise and seek to find solutions
- To assist in checking air export information stored during a flight operation
- Continuously monitor shipments from the point of receipt through to delivery
- Assisting with the daily air freight consol to Iceland
- Assisting with processing and ensuring smooth running of the daily Australia and New Zealand shipper built units
- Liaising with various suppliers in the UK and sending the freight via courier or air freight
- Assisting with the exportation of shipments containing lithium batteries and ensuring compliance of the same. Remaining compliant with the battery specific IATA course

Qualifications and key skills required

Qualifications and skills to include:

- GCSE (or equivalent) in Maths and English – A-C Grade
- IATA lithium battery protocol course
- Dynamic individual who is eager to progress
- Specialised knowledge – 2-3 years' experience in ocean and air exports
- Dangerous goods knowledge preferred
- ASM / GEMS experience an advantage but not essential
- Tenacious, completer finisher with attention to detail and accuracy
- Must have working knowledge of Microsoft office package
- Strong interpersonal skills and customer care skills
- Be able to multitask and prioritise
- Proven ability to work well under pressure

KPIs

- Customer / client satisfaction

Other duties

- To apply and practice unit rules and regulations and comply with contractual requirements and handbook policies
- To apply and practice Health and Safety instructions and regulations
- To apply all Statutory requirements as instructed
- Embrace, demonstrate and promote good customer service at all times
- Undertake a programme of personal development in line with the company process
- To protect and ensure the security of the building and the goods and items within it
- Undertake any other duty deemed reasonable by your manager

Working conditions

Working conditions may include for example occasional evening and weekend work, include working with challenging clients, occasional out of hours work and in a highly targeted, fast-paced environment. The job holder is required to adequately manage themselves in an environment with the pressure of a fast-paced and highly targeted work environment and to communicate any excessive pressure or other types of demands.

Physical requirements

This role requires particular physical attributes due to its nature and tasks. A standard of physical health and fitness is required i.e.:

- good vision, good hearing
- ability to get to the office location for specified working hours without company assistance
- Strong command of the English language

Additional Information:

This job description sets out the current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed.

Agreement to this job description does not confirm employment status. Employment or worker status will be confirmed alongside all notable terms, within the offer letter and contract of engagement or worker agreement.

TO APPLY, PLEASE COMPLETE THE FORM AT THE BOTTOM OF THE SEKO UK CAREERS PAGE AND BE SURE TO ATTACH YOUR CV.