

JOB DESCRIPTION

Job title	Export Operator
Reports to (title)	Export Supervisor
Location	Seko Logistics Ltd Manchester
Department	Exports – operations
Key interface	Clients, Manager, Team Members, agents, Export companies
Hours / days	Monday to Friday 09,00 – 17.30pm 37.5 working hours per week

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 from start to finish and being accountable for their clients. 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.

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 SOP's.
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- 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

- Continuously monitor shipments from the point of receipt through to delivery
- Liaising with various suppliers in the UK and sending the freight via ocean, courier, road or air freight

Qualifications and key skills required

Qualifications and skills to include:

- GCSE (or equivalent) in Math and English – A-C Grade
- Dynamic individual who is eager to progress
- Specialized knowledge – 2-3 years' experience in ocean and air Exports.
- Dangerous Goods knowledge preferred
- Sequoia & CW1 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

KPI's

- 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.