

Job title	<i>Senior Air Imports Clerk</i>
Reports to (title)	<i>Air Import Manager</i>
Location	<i>Seko Logistics London Ltd – Egham</i>
Department	<i>Air Imports</i>
Key interface	<i>Clients, Customers, colleagues in the operations team</i>
Hours / Days	<i>Monday to Friday 0900 – 1730pm – 37.5 working hours per week - occasional overtime</i>

Job purpose – General Summary and Scope

- Supervising the Air Imports Team to ensure the general day to day criteria / KPI's are achieved in a quick and efficient manner for all accounts.
- To oversee the billing, charging, costing and arranging the movement of goods and consignments, flow of paperwork to ensure Customs clearances are obtained quickly and deliveries are made in good time.
- To be responsible in assisting team in the full import process for all shipments for accounts, from start to finish.
- To liaise with overseas offices, partners and agents and develop strong working relationships.
- To oversee the smooth running of operations for the department and assist where needed if help is required and to be a point of contact / escalation.
- To motivate the air imports team, engage with them through continuous communication and goal sharing, and to encourage and support development and growth.

Key duties and responsibilities

- To carry out a daily report to capture all live imports and avoid any unnecessary storage costs for the company.
- To access daily systems / internal reports with ease to ensure KPI's are met and highlight any issues to the import team.
- To ensure compliance with the customs regulations of the UK/EU
- To transpose customs declaration information from documents, and or other data sources, into the customs brokerage system accurately.
- To manage and meet required internal and external KPIs
- To understand and utilize all elements of customs
- To correspond with customs/other government agencies as required in a timely manner
- To keep up to date on all regulatory requirements governing imports.
- To build and maintain strong relationships with customs authorities and other government agencies
- To be responsible for arranging and completing all associated paperwork, which documents the nature of the goods being imported from abroad and that they are legal and legitimate.

- To ensure Deferment Account checks and FAS requests are submitted in a timely manner to ensure clearance and accessed/analysed on a monthly basis.
- To carry out daily checks amongst the internal systems to ensure all updated and reflecting correctly.
- Ensuring all is in order in relation to import quotas, tariffs, trade agreements and HM Revenue and Customs regulations
- Responsibility for costing jobs and ensuring maximum profitability for the organisation
- Establishing contacts and relationships with HM Customs to ensure efficient transfer of goods through the legal process.
- Ability to manage deadlines and sometimes difficult situations, therefore an element of negotiation is required in order to be able to meet timescales.
- Managing and monitoring of team members to ensure compliance on Company policies and procedures.
- Coaching and training of team members as required
- Deputising for Air Manager in his/her absence at weekly operations meetings.
- To ensure the team are working pro-actively and set reminders / examples of how procedures and day to day import tasks should be completed

Supervisor Job Duties:

Accomplishes staff results by communicating job expectations; planning, monitoring, and appraising job results; coaching, counselling, and disciplining employees.

Maintains quality service by enforcing quality and customer service standards; analysing and resolving quality and customer service problems; identifying trends; recommending system improvements.

Qualifications and key skills

Performance Management, Project Management, Coaching, Supervision, Quality Management, Foster Teamwork, Giving Feedback

Qualifications include:

- Gcse English / Maths A- c grade or 5-9 Grade
- Specialized knowledge of customs
- Skills – team builder / team worker
- Abilities – strong communication skills , tenacious, hard working, attention to detail, ability to prioritise, advanced problem solving skills
- Good networker
- Professional Certification
- Experience –minimum of 3 years previous experience in an air import coordinator (or similar role)

Other Duties

- To apply, promote and practice unit rules and regulations
- To apply,, promote and practice Health and Safety instructions and regulations
- To apply and promote 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
- Undertake any other duty deemed reasonable by your manager

Working conditions

working with challenging clients, 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, and mobility
- ability to get to the office location for specified working hours without company assistance
- Strong command of the English Language

Direct reports

- **Air Import Coordinators**

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. .