

Shipping Coordinator / JD/

Top Duties:

- Working with freight forwarders, shipping lines & our internal teams to:
- Manage & take ownership over our vendors / Port Services related. Balancing container time at ports with site restrictions, ETA changes & haulage availability.
- Manage & take ownership of supplier documentation checks with our clearing agents / customs brokers (invoices, packing lists, bills of lading), providing feedback to our team and suppliers when required.
- Manage & take ownership over our logistics data, ensuring that all records/job orders are up to date & reports are correct.
- Act as the initial point of contact for our team, responding to queries and developing relationships with all stakeholders.
- Ensure all customs entries are completed correctly & compliantly – jointly with the customs brokers.
- Provide support with specialist customs procedures and processing in our duty management system.
- Provide support with supply chain finance and letter of credit agreements.
- Provide support with data entry and management of freight invoices.
- Completing all customer related documentation on time, in detail and to the requirements, gathering information from relevant stake holders where needed.

Areas of interest/

- Ocean freight & customs.
- Appreciation of data, systems, and MS Excel skills desirable.
- Great stakeholder management, a strong relationship builder.
- Good communicator who enjoys a good relationship with colleagues in the office as well as getting the work done.
- A good commercial awareness & ability to make logistical decisions.
- Duties are to raise shipping instructions to ensure correct and timely deliveries, preparing quotes.
- The primary responsibilities of a Shipping Coordinator are monitoring and keeping records of the shipped and received goods in a company.

Key duties, areas to focus on, and responsibilities of Shipping Coordinators are:

- Managing the relationships between shipping merchants and traders.
- Liaising between clients and shipping companies to resolve any complaints.

- Preparing shipping quotes for customers and sales reports for the sales management.
- Supervising the loading and unloading of shipping vessels and executing stevedoring activities.

- Coordinating the externals/ staff to enable effective land-based product shipping.

- Reviewing orders and processing order changes.

- Provide estimates for international airfreight shipments. The estimate will include export documentation and customs clearances, airline delivery, and airline handling, security, and airfreight charges. In addition, to obtain costs for overseas clearance and delivery to add to the estimated export charges.

- Provide estimates for international airfreight imports. The estimate will include overseas collection, crating and freight charges to arrival airport, import clearance and airline handling charges, airline collection, delivery to consignee plus any additional services. This will involve obtaining overseas costs from our international agents.

- Provide estimates for international import and export full container sea freight shipments.

- Provide estimates for import and export road transport shipments, both consolidated and dedicated, using both company's own vehicles and 3rd party agents.

Shipping:

- Carrying out all modes of shipping. This involves close liaison with the rest of the Teams running inland transport, warehouses, and storage facilities.

- Liaising with the third-party services providers / and customs brokers to ensure correct customs clearance procedures for all import and export shipments as well as providing instructions to same brokers for customs clearance diversions.
- Accurately maintaining and referring to the vendors like warehousing / stevedoring / Port services providers and control sheets.

- Liaising with clients including overseas agents / counterparts to ensure delivery of all required services to an excellent standard at all times.

Accounts and Processing:

- Monitoring/ crosschecking the invoicing process towards the clients and making sure that all performed services are accounted for.

- Process purchase invoices, making sure that we are charged correctly for services bought and that the costs are accounted for in relative sales.
- Keeping the shipping control sheet up to date and accurate.
- Ensuring that all relevant paperwork and electronic data is processed correctly and stored with the appropriate shipping files.

Customer Services:

- Ensuring that our excellent client relationships are maintained by keeping customers updated and informed at all times, and going to whatever lengths are required to ensure maximum client satisfaction.
- Ensuring that other Team members are kept up to date on shipping and transport/warehouse movements in order that workflows can be planned properly, and operations run effectively.