

## **Export Coordinator**

Division: Wridgways

Department: International

Reports to: Export Manager

### **Overall Purpose Of The Job**

To ensure that the Company's high standards of Customer Service are maintained at all times, as they relate to the International Export area.

To meet with the International Manager/Export Supervisor on a regular basis and assist in the development of the International product.

### **Primary Duties & Responsibilities**

- Calculations of quotations to customers, daily.
- Advise customers of and compile documentation for export consignments, daily.
- Advise customers of service and packing methods available and provide back-up to International Sales Team, daily.
- Collating information to ensure that company services provided meet the needs of the customer, daily.
- Ensuring that airline/shipping line and destination agents' services meet the customers' needs, daily.
- Collating and forwarding correctly completed documentation to destination agents to ensure prompt clearance and delivery of consignment, daily.
- Ensure the minimisation of costs incurred by the company from outside sources, daily.
- Ensure the maximum utilisation of container space available through consolidation, daily.
- Costing and invoicing of jobs.
- Compile reports and statistics where necessary and ensure that deadlines are met, daily.
- Perform tasks as directed by International Manager/Supervisor within time frames specified, daily.
- Attend training courses external/internal, as required.
- Attend Branch meetings as required.
- Carry out tasks and responsibilities within limits of authority as defined in Company Quality Policy Manual and Quality Procedures Manual, daily.
- Know and apply our quality policy and all applicable processes and requirements of the quality system.

### **Skills Essential to the Job**

#### **Technical**

- A professional, courteous and helpful telephone manner.
- Telephone sales skills.
- The ability to work and handle customers under stress.
- Keyboard skills of at least 30 words per minute.
- A thorough knowledge of the English language, both verbal and written.

- The ability to meet deadlines and delegate where necessary.
- Additional International Supervisory responsibility as directed by International Manager/State Manager-NSW.
- Appropriate letter and report writing skills.
- Ability to use a computer, typewriter, calculator, photocopier and facsimile.

### **Business**

- Knowledge of airline and shipping line documentation and procedures foreign customs.
- Quarantine and duty regulations, export time frames, costing of export consignments.
- Company services, operations, policies and procedures and T.W.U. Award.
- Staff supervision.
- Know and apply our quality policy and all applicable processes and requirements of the quality system.

### **Human Relations**

- Customer Service Manager co-ordinating origin services, daily.
- Administration Manager - investigating credit-worthiness of Corporate clients, daily.
- Inter-branch Staff - supervision and co-ordinating consolidation of jobs, daily
- Clients - provide service to meet clients' needs, daily.
- Agents - co-ordinating destination services, negotiating rates, daily.
- Airlines/Shipping Lines - co-ordinating shipments of consignments, negotiating rates, daily.

### **Qualifications Preferred**

**Secondary** Matriculation or H.S.C.

**Tertiary/TAFE**

**Professional**

**Licences**

**Other** Two years Export experience