

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