

Import Coordinator

Division: Wridgways
Department: Import
Reports to: Import Manager

Overall Purpose Of The Job

Communicate with Government authorities, clients, agents, suppliers and Company staff in order to arrange receipt, despatch and transport of customer goods in the most cost effective and efficient manner whilst ensuring all such activities enhance the customer service objectives of the Company.

Primary Duties & Responsibilities

- Implement branch procedures, methods and documentation.
- Liaise with customers to ensure customer expectations are achieved.
- Advise clients, Company accounts and overseas agents of ongoing status of consignments on a daily basis.
- Operate Wridgways' computer system fully and completely maintain customer files on a daily basis.
- Arrange and/or supervise compliance with procedures and compile documentation required by relevant authorities for prompt and efficient clearance of customers goods.
- Ensure prompt, efficient delivery of goods to customers through dealing with internal customer service staff.
- Efficiently operate Sea Cargo system ensuring cost effective and efficient transfer or release of goods in accordance with Government regulations and requirements.
- Liaise with Australian Customs Service (ACS) and Australian Quarantine Inspection Services (AQIS) to ensure clearances are carried out according to requirements and regulations.
- Update and complete Bond Store Register daily, maintain same on a weekly basis ensuring all details are completed.
- Arrange all additional services, check supplier accounts, arrange payment of accounts immediately they become available or apparent.
- Arrange/perform distribution of relevant documentation to appropriate authorities.
- Raise invoices for work performed:
 - for private clients immediately costs are known.
 - for agents or corporate clients, immediately upon delivery and in accordance with agreed costs.
- Ensure all invoicing is accurate and private/cash sales are collected prior to release of clients goods.
- Develop and maintain an effective customer service follow-up system by use of a diary detailing all daily tasks and carry forward same.
- Ensure minimisation of costs incurred by company from outside sources.
- Compile reports, statistics and requisitions where necessary and ensure deadlines are met.
- Initiate claims procedures when required and assist clients with documents that will enable prompt rectification.

- Obtain or provide information to Airline/Shipping Lines and Government Agencies as required.
- Perform tasks as directed by International Sales Manager within time frames specified.
- Attend Training Courses - External/Internal and attend branch meetings.
- Liaise with International Services staff to ensure appropriate information is provided in a timely manner.

Skills Essential to the Job

Technical

- Outstanding attention to detail and ability to manage a busy working schedule.
- Keyboard skills of at least 65 words per minute.
- Complete understanding and operating knowledge of Customs Sea Cargo system.

Business

- High level of business acumen.
- Computer skills: Word, Excel & Outlook packages.

Human Relations

- Outstanding customer relations skills.
- Good communication skills, both verbal and written.
- Ability to influence employee behaviour to the benefit of the Company and its customers.
- Ability to delegate effectively and ensure work is completed in a timely fashion.
- Effective and demonstrable leadership skills.
- Good negotiating skills

Qualifications Preferred

Secondary VCE or equivalent

Tertiary/TAFE

Professional 3 years removal industry experience with at least 12 months exposure/experience in import processes.

Licences Motor Vehicle

Other

Level of Authority

Personally authorises

- Proceeding with treatments or services as ordered by AQIS/ACS and collection of funds for same.
- Collection and forwarding of documentation to/from authorities and clients.
- Release of customers goods from warehouse control when ACS & AQIS clearances have been received.
- Programming deliveries of customers goods in accordance with procedures and once AQIS/ACS clearances have been received.

Discusses with superior before authorising or doing

- Accepting business from new agents/accounts or private individuals.
- Ancillary services as required for clients and collection of monies for same.

Recommends to superior for action

- Changes to Procedures/Work Instructions, improvements to Branch Operating Procedures.
- Issues that effect the smooth operation, effectiveness, on going viability of our import business.

Management Responsibility**Budget (sales, operating, salaries, etc)**

- Significant Import operating profits.
- Substantial for operating costs of Import business.

Employees

No. of Direct Reports = NIL No. of Indirect Reports = NIL

Special Conditions

- Hours of work will be determined by work levels and requirements of same to ensure all responsibilities are met.