

**JOB DESCRIPTION**  
**LOGISTICS FORWARDER**

LOCATION: **Hull (Non-Hybrid)**

DEPARTMENT: Operations

REPORTS TO: **General Manager: UK Operations**

SUPERVISORY RESPONSIBILITIES: None

HOURS: 37.50 Hours Per Week

**PURPOSE:**

The role of this individual is to work as part of the operations team, compile quotations for clients and handling operational orders alongside helping to service and increase the sales of the company, through relationship building and prompt personal service.

This individual will also work closely with his colleagues in the other departments and with our other group offices, UK and continental suppliers.

**ESSENTIAL DUTIES & RESPONSIBILITIES:**

- Maintain relationships with key account customers & develop new relationships as they arise.
- Negotiate and accept orders from established customers and new customers
- Book transport, shipments, airfreight etc. ensuring that the customer's needs can be met
- Making sure all support activities (e.g. permits, customs formalities & documentation) are in place
- Check vehicles, containers etc. arrive on time with the necessary equipment etc.
- Check item(s) shipped as required with correct documentation
- Monitor progress, keeping customer informed, and resolve any problems that may arise
- Confirm delivery made on time
- Send delivery confirmation to customer
- Respond to requests for quotations, assistance with shipping documentation applicable to the mode of transport and country of origin or destination, completion of quotations and chasing allocated key-account quotations to conclusion
- Raise invoice in accordance with client's requirements
- Sign off and close file
- Resolving invoice queries relating to supplier costs
- Working within the parameters of the Company Quality Manual to current ISO 9001 standard
- Provide cover the other team members during times of absence
- General office duties

**OTHER DUTIES & RESPONSIBILITIES:**

- Negotiate good rates and credit terms with shipping lines, hauliers and other suppliers

- As part of the team the individual will be expected to take part as an active member of the operational team and look to impart their opinion at any meeting, they are present at.
- Constantly prioritise work so the efficient use of time is maximised, and the days work is always planned
- The jobholder should be confident with an organised mind, capable of working under pressure at the same time subscribing to the company's quality, health and safety, environmental and customer care policies and procedures.
- Awareness of Incoterms (International Business)
- Training will be given at all levels and in all departments, as the individual will be expected to become multi skilled.

**COMPETENCIES NEEDED:**

At least 2 years shipping / transport experience preferred but not essential as full training will be provided

Ability to work under pressure and resolve potential conflict situations

Understand different business cultures in the EU

Agreed by job holder:

Approved by:

June 2022