

Title	Forwarding Agent
Job Opportunity Code	S&L006-18
Department	Supply & Logistics
Reporting to	Department Manager
Main Location	Elefsis, Greece
Form of Employment	Full time
Final Submission Date	18.05.2018, 17:00 GMT+2

Job Description and Purpose

The position was mainly established for the purpose of supporting the Supply & Logistics Department. In general, the Forwarding Agent is required under limited supervision and direction, to manage data for international shipments and provide support for many steps of the transportation process. The main responsibility is to work out the best method and route for moving large volumes of freight from the point of origin to the destination, utilizing several points of transport (e.g. road, rail, air and sea) and ensuring that the cargo reaches its destination in the least possible amount of time, in an environmentally friendly and safe manner and at the most affordable rate. Most of the working day is spent in an office atmosphere verifying that all documentation adheres to import-export policies and laws. Coordination with custom agents, warehouse staff, operations department, shipping companies, suppliers and clients, as well as negotiating shipping/handling rates and developing solutions for complex shipments is part of the everyday work.

Major Responsibilities

- Freight management and implementation
 - Create, analyze and determine the best transportation option for each shipment;
 - Arrange a variety of shipments depending on the nature:
 - Simple: Points A to B
 - Complex: Points A to B to C
 - Domestic and international
 - Multimodal: air, ice, road, ocean, rail, river, truck
 - Project specific
 - Perform with competitiveness on transportation solutions based on time and price;
 - Organize pickups, delivery and billing in timely manner;
 - Export documents preparation when requested for specific projects;
 - Consolidate shipments when necessary;
 - Timely updates of shipment statuses;
 - Prioritization of shipments based on supplied requirements;
 - Accurate and complete transaction documents;
 - Follow up closely on the customs/ clearance formalities and delivery process;
 - Responsible for the goods clearing process in compliance with all local requirements (certificate, registration etc.) to be able to import items/assets into the country;
 - Responsible for the Company's fleet management including daily vehicle plans for picking-up, fueling, maintenance requirements and costing;
- Budget management
 - Request quotes for both domestic and international shipments;
 - Check fiscal prices, customs requirements and clearing fees;
 - Negotiating with shipping lines, airlines, transporters and agents;
 - Study cost estimates to get the optimal and most efficient shipping, transport and clearing method;
 - Ensure actions are taken to reduce waste on import or export shipments;
 - Check and approve import/export related invoices as per work instruction in place;
- Quality, safety and security
 - Qualify and select carriers based on Company policy;
 - Ensure good quality customer service levels are achieved;
 - Oversee the entire clearing and forwarding process to ensure the Company receives goods in a timely manner;

- Notify suppliers on short-shipped, over supplied and faulty items received and taking the necessary action;
- Raise supplier claims and follow them until their resolution, when necessary;
- Timely and effective resolution of issues, if occurring (delays, damage etc);
- Guarantee that all import-export shipments are done under proper insurance coverage and seek compensation for any loss;
- Guarantee that logistics providers and freight-forwarders respect the import guidelines and seek compensation from them or to insurance company if the Company incurred loss of goods or extra lading cost;
- Coordination
 - Coordination with custom agents, warehouse staff, operations department, shipping companies, suppliers and clients in order to ensure efficient and timely delivery of commodities;
 - Ensure that import/export guidelines are well communicated between involved parties;
 - Give shipment instructions to freight forwarders while actively implementing consolidation of shipments;
 - Maintain very close relationship with all import customs and local authorities to ensure that goods are cleared in the fastest manner with the lowest cost and to ensure that new import regulations are well anticipated;
- Administration
 - Guarantee that import/export procedures exist and are up to date;
 - Guarantee that all information (shipment, cost, database) are well update in all company IT systems;

Position Requirements

Education & Training

(The extent or level of knowledge or training obtained by formal education or outside study that is necessary to achieve normal job performance and proficiency. Such knowledge is to be considered the minimum education required for performing the position responsibilities.)

- Advance training in Supply Chain Management or similar field of expertise, such as one would receive at a university, technical trade schools etc. or even by multiple years of on the job training;
- Any proven training in International Trade will be considered as an advantage;
- Working knowledge and experience in the maritime industry will be considered as an advantage;
- Excellent communication skills, both written & oral;
- Experience of working with clearing/customs agents and shipping companies;
- Ability to sense the mood of the requisitioner/ customer/ supplier and react appropriately;
- Ability to react well at all communication levels;
- Clear and effective oral and written communication skills in English language is prerequisite;
- In the event that the candidate is a male, he must have completed military services;

Experience

(The minimum experience required to perform the job. This experience can be gained in previous employment in a similar job and/or on the job with the current employer. Experience in this factor is measured in time periods e.g. 3-6 months, 3-5 years, 10-15 years etc.)

- 3-5 years working experience in similar positions in a multinational environment of a freight forwarding company;
- Know-how of all import-export technics (incoterm, insurances, claim procedures, international transport regulations and documentation, payment process);
- Experience in end-to-end logistics and warehouse policies and procedures;

- Knowledge of operations in the clearing and forwarding industry;
- Knowledge of import goods clearance regulations and process in Greece & world wide;
- Experience of working with ERP systems is to be considered as extra skills;
- Proven track record of controlling and reducing external spend to be considered as extra skills;
- Additional working knowledge of foreign languages (e.g. Italian) are to be considered as extra skills;

Skills & Personal Qualities

(The minimum set of skills and personal qualities required to perform the job. Skills required are presenting the expertise or talent to do a job or task. Personal qualities describe the life skills need to be used to communicate and interact with other people, both individually and in groups. Both indicate the candidate's qualifications as they relate to the job and how they fit in the company culture.)

- Must possess problem solving skills and ability to act promptly and in a logical manner;
- Must be able to exercise judgment within procedures and practices to determine appropriate action; (common sense)
- Ability to implement projects under pressure;
- Must be able to work both as part of a team or independently;
- Ability to quickly assimilate new information;
- Ability and willingness to learn new skills;
- Ability to bring a new dimension to procurement activities;
- Ability to perform multiple tasks and respond to emergency situations effectively;
- Strong interpersonal and analytical skills operating with high level of responsibility and independency;
- Must be flexible in work habits and work schedule;
- Must have the ability to maintain good working relationships with other employees;

Decision Making & Problem Solving

(The mental skills and mental effort required to perform the job. The complexity of decisions and ingenuity required describes the variety and routine involved with assigned tasks and responsibilities, the frequency of problems and the extent to which the work requires analytical ability and exercise of judgement.)

- Tasks are diversified and follow a wide range of standardized slightly complex procedures;
- Tasks are considered semi-routine and may be of several varieties;
- Judgement exercise within procedures and practices to determine appropriate action; (common sense)
- Analysis of data generally applied to the solution of specific problems;
- Problems may occur as a regular part of the job;
- Candidate works on assigned objectives and may work occasionally independently on special projects;
- Candidate must possess problem solving skills and ability to troubleshoot in a logical manner;

Supervisory & Management Responsibility

(Job responsibilities in regards to directing, controlling and coordinating the efforts of employees e.g. supervisory, training, management and advisory responsibilities. Describes the responsibilities for advising management, providing functional advice and control for coordinating activities or groups. Indicates the number of direct and indirect reports and their position(s).)

- No direct or indirect reports;

Independence of Action

(Describes the extent and closeness of supervision required and received, as well as the availability and involvement of the immediate supervisor. Consideration should be given to standard practices, instruction and procedures, as well as built in checks and reports that provide the employees with controls and restricts independence of action.)

- Occasional supervision required. Candidate would work along on routine work and checks with supervisor are strongly recommended when in doubt. Production generally precedes a check on the quality of work. Established methods and procedures are clearly established and general instructions provided.

Consequence of Error & Budget Responsibilities

(Describes the responsibility for loss to the organization due to any single error resulting from actions or decisions involving the work function. Includes financial and material responsibility, responsibility for accuracy, and the safety of other. Describes the responsibility for establishing a budget and final accountability for its control. In some cases, budget responsibility may be indirect or influential.)

- The position is highly responsible and under general direction, perform varied assignments, following established procedures requiring judgement and decision-making where errors may cause confusion and delay or further cause a significant loss to the Company;

Confidentiality

(Describes the integrity and discretion necessary to safeguard confidential data handled or obtained as a regular part of the job.)

- Frequent contact with confidential data or information where disclosure will have a potent adverse internal and/or external effect;

Contacts-Internal and External

(Describes the responsibility for meeting, dealing with and influencing others. Contacts may be internal and external. The nature, purpose, frequency and level of contacts should be described. The level of difficulty and importance of the contacts should be described.)

- Contacts of importance are a regular part of the responsibilities of the position;
- Tact and judgement are required when dealing with others;
- Excellent communication skills are required, both written & oral, when dealing with others;
- Clear and effective oral and written communication skills in English language;
- Ability to react well at all communication levels is important;
- Internal Contacts – Presenting information where tact and judgement is required to obtain approval of action, cooperation or secure a decision;
- External Contacts – Regular contact when dealing with outside contacts however, procedures and standards are established and are to be followed;

Standard Job Requirements

- All individuals are expected to be flexible in undertaking the duties and responsibilities attached to their job and may be asked to perform other duties which reasonably correspond to the general character of their job and their level of responsibility;
- All individuals are expected to maintain personal and professional development to meet the changing demands of the job and participate in appropriate learning and development activities;
- To recognize health and safety is a responsibility of every individual, to take reasonable care of self and others and to comply with Health, Safety and Environmental policies and procedures and compliance with all audits;
- To promote equality as part of the job and to treat everyone with fairness and dignity;
- All individuals are expected to carry out their duties and responsibilities by adhering to all compliance and auditing requirements for the conduct of ethical and transparent operations including the compliance to all Assodivers Group policies, guidelines and procedures;

Work Schedule

- The Forwarding Agent has a schedule that flexes around the need but typically is based on a Monday-Friday 09:00 to 17:00 availability;
- It is common for the Forwarding Agent to work in a flexible basis and long hours, including weekends and holidays, to meet with needs/ deadlines;
- Periodic travelling and overseas stays may be required in the line of business duties;

Working Conditions

Physical Demands

(The nature of physical effort leading to physical fatigue)

The Forwarding Agent will have to spend long hours sitting and using office equipment and computers, which can cause muscle strain. The candidate may be required to do some lifting of equipment, supplies and materials from time to time, weighting no more than 5kgs.

Generally the job requires 80% sitting, 10% walking and 10% standing.

Environmental Conditions

(The nature of adverse environmental conditions affecting the person)

The Forwarding Agent may have to manage a number of projects at one time and may be interrupted frequently to meet the needs and requests of other employees or suppliers or even the Department Manager. The incumbent may find the environment to be busy, noisy and will need serious organizational, time and stress management skills to complete the required tasks. The job is performed in a generally clean and healthy environment.

Sensory Demands

(The nature of demands on the person's senses)

Sensory demands include use of the computer, which may cause eyestrain and occasional headaches. The areas of work may be noisy and busy making it difficult for the person to concentrate.

Mental Demands

(Conditions that may lead to mental or emotional fatigue)

The Forwarding Agent may have to deal with a moderate stressful environment as there are times were is possible the colleagues/ department managers/ co-operators are acting under pressure and require immediate services and responses.

	Minimal	Moderate	Extreme
Physical Effort	x		
Health Risk	x		
Sensory Required		x	
Mental Stress		x	

This job description is intended to convey information essential to understand the scope of the job and the general nature and level of work performed by job holders within this job. However, this job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties and responsibilities or working conditions associated with the

position. All the above are illustrative duties and the post holder will be expected to become involved in a range of work to enable the department to respond effectively to the requirements of the Company.