

March 2017

## JOB PROFILE

Job Title: Shipping Co-ordinator  
Hay Grade: H12  
Department: Shipping

### Purpose:

- To ensure all products which are required to leave the Wantage site are shipped via the correct route and forwarder, with the necessary documentation.
- To manage all imports in conjunction with the purchasing department.

### Job Content:

- Co-ordination of key communications with internal departments to ensure on time shipping of customer and other outbound orders.
- Prepare freight quotations upon request minimising costs, in conjunction with service levels.
- Validation of supplier invoices.
- Produce all necessary documentation to ensure effective delivery of shipments.
- Negotiate schedules with freight forwarders to ensure goods are shipped on time.
- Ensure shipments are sent to customers minimizing transport costs whilst adhering to service standards.
- Monitor freight forwarders performance levels, highlighting any decrease in performance to management.
- Assist in the investigation of customer complaints with regard to forwarder performance levels.
- Produce reports and statistical analysis as requested.
- Maintain departmental and company systems to ensure data is accurate at all times.
- Undertake various projects aimed at enhancing customer service.

### Success Factors:

- Zero documentation errors.
- Ensure co-ordination with other departments to meet the targeted on time and in full service target.
- Ensure a high degree of customer satisfaction with the way any complaint is handled.
- Management of freight forwarders to ensure their delivery promises are met.
- Ensuring costs are kept to a minimum whilst still maintaining customer service levels.



**Job Knowledge:**

- IT literate; SAP system and Microsoft office.
- Understanding of Shipping processes.
- Full knowledge of export and import procedures and documentation.
- Full knowledge of Hazardous Goods for shipment purposes.
- Effective communicator, able to work with a variety of people at all levels.
- Able to work without supervision.
- Able to work as part of a team.
- Ability to prioritise workload.

