

Ocean Import Agent

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Company: AGO Jobs & HR

Location: Antwerp

Category: computer-and-mathematical

Functieomschrijving

Ensure smooth and timely freight process flow meeting customer expectations

Ensure accurate and timely data entry into our operational system, per Operational Performance Standards (OPS)

Track and Trace Ocean Import Files daily

Use Tree View on daily basis

Ensure documents are timely sent to customer or broker for customs purposes.

Ensure accurate and timely client and vendors billing, within the company and customer standards.

Interact with our customers in arranging their international shipments, meeting customer service standards.

Contribute to maintain good relationships with suppliers (Shipping lines, trucking companies and others involved).

Meet compliance at all times to regulations internal and external in accordance with government regulations.

No fines, penalties or late filing.

Understand department process flow, and looking for best practices to improve operational efficiency and productivity

Ensure all customers standard operating procedures in place and updated in the DLSOPs.

Review and update monthly.

Meet KPI standards in accordance with the Company's procedures

Timely responses to emails (within 24 hours) and voicemails (within 1 hour) (internal and external)

Escalation of problems to Management when necessary

Vereisten

6 months to 1 year related experience and/or training; or equivalent combination of education and experience.

Understanding of ocean documentation process a plus.

Effective interpersonal skills, including proven abilities to listen, comprehend, effectively communicate clearly and concisely to obtain positive results.

Pro-active, strong organizational skills.

Good computer skills (Excel, Word).

Hazardous Materials certification (preferred).

Fluent in English.

Talen

Je hebt een zeer goede kennis van het Nederlands

Je hebt een zeer goede kennis van het Engels

Aanbod

- You will be included in challenging projects;
- A young, international, diverse, and strong team;
- Opportunities for personal & professional growth;
- A permanent contract with an attractive package of fringe benefits;

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