

# Logistics Officer

## Job description

### Responsibilities

#### Primary Purpose of position

To undertake all forwarding tasks for both imports and exports. To promote the forwarding department in such a way to increase business, reputation, and revenue. To support all other department members as and when required. Responsible for maintaining external client relations including handling queries, complaints and resolving the same.

#### Responsibilities:

- To provide day-to-day logistics coordination (operational and administratively) for Wallenius Wilhelmsen Logistics Services customers
- Operational coordination, planning and monitoring of service provided to DSCS and our customers
- Negotiation of freight costs with customers and preparation of offers/tender responses.
- Negotiation of costs with subcontractors
- Interact with our customers, accept & handle all customer enquiries
- Maintain positive relationships with customers to drive new business growth
- Ensure follow up on Customer Satisfaction within set framework
- Promoting our services when enquiring with clients and offering our services whenever an opportunity arises.
- Prepare and deliver accurate and competitive quotations in a timely manner to both import and export customers.
- Update financial information when funds have been received ensuring accurate cross referencing between cash-in and spreadsheets
- Monthly Administrative tasks, raising reports and actioning findings
- Liaising with our partners overseas with issues regarding manifests, invoices, surrender & corrections or alerting them of rogue customers.
- Meet the departments WoW daily processes/Customer feedback log
- Timely creation of invoices for all customers and timely processing of invoice approvals
- Produce and update spreadsheets, BMS and databases to accurately record information for import and export shipments.
- To complete all types of import and export entries for the business and on behalf of other agents, ensuring customers are kept up to date with local regulatory procedures.
- Assist in other areas of the wider business as reasonably required and within skills level.
- Act as an Ambassador for the business always by acting as mentor/guide and setting a good example to others.

### Location specific responsibilities

- None.

### Accountabilities

- Ensuring accurate cross referencing between cash-in, spreadsheets and BMS
- Ensuring that the administrative duties are completed and flow properly.
- Ensuring that the department runs profitably through teamwork and in line with the company values
- Making sure the department is always complying with ISO/Legal/GDPR/ Customs regulations requirements.
- Supporting DSCS colleagues in own and other locations.
- Always Complying with the Company's policies and procedures.
- Perform tasks in a way that directly contribute to the achievement of contractual objectives, specifically the contractually agreed performance targets (KPI's) ensuring high quality customer services
- Showing initiative

### Essential Competences

- Ability to run a logistics job completely independent
- Negotiation skills
- Positive attitude to work
- Demonstrable ability to working under pressure and to tight deadlines.
- Ability to problem solve
- Excellent organisation and time management skills; demonstrated through effective prioritisation of tasks
- Ability to deal with customers both face-to-face and over the telephone in a professional and confident manner
- Ability to meet changing priorities and business needs in a flexible manner.
- Ability to understand, accept and enjoy cultural differences

### Qualifications, Knowledge and

#### skills:

- Experience with Freight Forwarding/ LLP product(s)
- High Level of computer literacy
- Industry Knowledge
- 2 – 3 minimum years of work experience
- Knowledge of EU Customs best practices for import and export a distinct advantage

### Code of Conduct, Ethics & Compliance:

- Our Company's Code of Conduct outlines our expectations of our employees' values and behaviour. We expect all employees to adhere to our Company's Code of Conduct.

#### Key interface / stakeholders

- General Managers
- DSCS Commercial
- DSCS Group Functions
- Team Members
- Operations Managers
- Key customers
- Key suppliers (incl. internal outfits)
- Wallenius Wilhelmsen Customer Growth Team & Product Development & Contracting team

#### OTHER:

- Travel may be required on an occasional basis
- Home Office Option after probation period: 3 Days Office / 2 Days Home Office

Job Type: Full-time

#### Schedule:

- Monday to Friday

#### Experience:

- Logistics: 3 years (required)
- Freight Forwarding: 1 year (required)

#### Ability to Commute:

- Kingston upon Hull (required)

Work Location: Hybrid remote in Kingston upon Hull