

Export Coordinator

Job Title	Export Coordinator		
Division	Operations		
Department	Operations		
Section	Operations		
Location	IBU-UAE	Direct Reports	Agents, Data Encoder, Handlers
Reports To	Supervisor-Hub & Line Haul	Version Number	1
External Relations	Customs, Customers and 3rd Party	Guide Number	
Internal Relations	Customer Service, Sales, Operations	Job Code	

Basic Function

To provide effective and efficient logistic services. Operational processes and procedures ensure a standardized approach to all activities performed in the organization

KEY Responsibilities

Core

- Responding to all types of export inquiries.
- Coordinating with sales team for customer guidance.
- Checking INT'L paperwork requirements as per destination & following on it.
- Sorting HV an LV shipments as per processing needs
- Sharing paperwork with destination for pre-approvals
- Checking on tobacco related and other similar products that may require details of customer and paperwork for advance submission for pre-approvals from destination
- Processing Int'l shipments as eSRG and referring to list of Prohibited items
- Segregation of rest of the world shipments as per 3rd party process
- Manifesting as per 3rd Party requirements thru DEO
- Following HUB & Spoke operating plan
- Shipments handover to the 3rd parties as per the present scope.
- Preparing and sharing manifests as per load for UAE gateway.
- Shipments will be checked based on B2C quantity & PPWK requirements.
- Monitoring Overage / Shortage with the destinations.
- Monitoring REX scans and alerting to billing on Weight Discrepancies
- Maintain export and Operational reports and filing.
- To tally all operational report and filing as per file registry
- Coaching for direct reports as per the tasks and duty assignments
- Assuring placing proper labels as per the connections and destination requirements

- OPS monthly STAT report submission
- HAZMAT and DG packages will be handled as per the GCAA/ IATA rules
- Supporting duty supervisor to prepare performance related documents
- Extend the support to department and to achieve set goals
- Adaptability on any changes and new challenges

EHS

- Understand and adhere to the company's environmental and safety policies.
- Regularly attend safety training and awareness sessions.
- Always use personal protective equipment (PPE) where required.
- Immediately report any environmental or safety concerns.
- Actively participate in emergency drills and respond as trained.
- Be aware and comply with all legal requirements related to environmental health and safety.
- Encourage colleagues to adopt safe and environmentally friendly practices

Competencies - Professional and Technical

Behavioral Competencies

Initiative	Level 3
Resource Management	Level 3
Stress Management	Level 3
Teamwork	Level 3

Technical Competencies

Knowledge of customs procedure	Intermediate
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Intermediate
SMSA System (CORE, ERP, SDM, SAM, INFINITY, SPOT, POS, Sibel, Courier application, e	Intermediate

Competencies – EHS

Knowledge of basic environment health and safety requirements
EHS corporate objectives awareness
Awareness of EHS requirements in the QEHS management systems
Have attended EHS awareness training (if applicable)
Awareness of Environment Health Safety incident reporting

Organizational Competencies

Beginner

*Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)

Decision Making

Key Performance Indicators (KPIs)

Abide by the goal setting forms (Individual KPI'S) of the current financial year

Qualification : Education and Experience

Diploma (Preferred specialization in their field of work) at least Two (2) years of relevant work experience, 2 years of which should be in Level-04 capacity, preferably in the same industry.

or

Certificate courses with over 3 years industry experience of which at least 2 years has been in Level-04 position

or

Certificate courses with over 4 years industry experience of which at least 2 years has been in Level-03 position

*Note: Industry Experience wherever its applicable

Date Of Release

Prepared By:	Reviewed by:	Approved by:	Endorsed by:
Updated by:	Date:	Approved by:	Date:

Employee Name:

I hereby confirm my utmost commitment in fulfilling all the requirements including above and any amendment to this document.

Management reserves the right to amend the Job description at any time without prior notice.

Signature:

Date: