

Freight Coordinator			
Job Title	Freight Coordinator		
Division	Freight		
Department	Freight		
Section	Freight		
Location	IBU-Egypt	Direct Reports	
Reports To	Freight Manager	Version Number	1
External Relations		Guide Number	
Internal Relations	All departments	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.

To effectively and efficiently comply on the freight services requirements in order to reach customer satisfaction and ensure timely delivery of shipment.

Continuous and ongoing updates for both customers and sales team.

Organizing International In & outbound handling activities and ensuring all procedures and necessary PPWK are followed and done as per international handling standards / SOP. Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

Core

- Maintain the Monthly/Annual profit margin as per the set target.
- Receives enquiries from sales team/customers and prepare quote based on request.
- Ensure system operation and invoicing completion for each shipment
- Follow up with finance for all suppliers' payments on monthly basis
- Develop agents and carriers' network to obtain the best rates and credit terms
- Design & submit all related reports on a timely manner
- Quotation submission and acceptance and receive files from sales to operations
- Arrange packing (if required), arranging collection cargo and shipping documents as required
- Review shipments respective PPWK to ensure compliance with origin, destination and customs regulations.
- Prepare the estimated charges notification for cash customers and payments follow up
- Preparing MAWB & HAWB/MOBL & HOBL as per shipper/agent instructions
- Arrange to identify cargo by marking and labeling with the necessary stickers of applicable Airlines
- Store cargo temporarily in STN warehouse properly and safe as required

- Booking Flight/Vessel for cargo
- Prepare the customs file (Egypt customs automated system NAFEZA) along with all original shipping documents required for export clearance and the customs
- Coordinates import and export custom clearance with third party vendors
- Prepares shipments handling
- A-Z file completion
- Invoicing
- Agents' annual evaluation

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 Competencie	
Adaptability	Level 2
Communication	Level 2
Continuous Learning	Level 2
Influence	Level 2
Initiative	Level 2
Planning & Organizing	Level 3
Stress Management	Level 2
Technical Competencie	
Handling Customer Complaint Knowledge	Intermediate
Knowledge in Consultative Selling Approach	Intermediate
Knowledge of customs procedure	Advanced
Language Proficiency knowledge (English)	Intermediate
Liaising and Negotiating 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: