

Coordinator			
Job Title	Coordinator		
Division	SMSA Freight Division		
Department	Freight Operations Department		
Section	Freight Operations Processing		
Location		Direct Reports	
Reports To	Business Development Manager- Freight	Version Number	1
External Relations	Custom Broker and Customers	Guide Number	
Internal Relations	All Departments	Job Code	

Basic Function

To provide effective and efficient LTL/Road services. Operational processes and procedures ensure a standardized approach to all activities performed within the Freight Department

KEY Responsibilities

Core

- Receives enquiries from Internal and External customer, timely acknowledgment & request pricing team for quotations.
- Follow up on all quotations internally or externally and ensure closure of opportunity and maintain a database for the same.
- Coordinate with operations, gateway, clearance brokers and customers to maintain smooth operations for the booked inbound and outbound shipments.
- Maintain relationships with all SMSA interested parties within the Freight Department (Vendors, Customs, Operations, Handling Agents, and Customers etc.)
- Ensure to check all documentation requirements for the road freight movement inbound or outbound for the LTL movements.
- Coordinates and ensures timely bookings through CORE system, pre-alert and uplift of cargo.
- Transit time to maintain within 7 days for all LTL shipments collection till Arrival to NAS/SWC.
- Arrival to Customs Clearance & Door Delivery within 3 working days
- Coordinates and ensures timely clearance with brokers, updates the same to customers for on time delivery.
- Prepare Job files for each booking transaction and maintain all hard copies along with billing systems with correct and accurate details of cost, selling, transit information, weight etc.
- Costing file to finance dept for invoice within 3 working days of cargo arrival / Door Delivery.
- Ensure timely follow up with finance for issuance of invoice and customer payment as per credit terms and as required.
- SFD LTL Booking/Status report & Job closing reports to be maintained & submitted on or before 5th of each month.
- Ensure all reports daily, weekly or monthly are prepared and submitted on time

- Prepare payment details using in the Logistaas Software.
- Scan and upload shipping documents in the Logistaas Software (If available).
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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 of 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 1
Decision Making	Level 1
Networking/Relationship building	Level 2
Planning & Organizing	Level 1
Teamwork	Level 2

Technical Competencie

Knowledge of customs procedure	Intermediate
Language Proficiency knowledge (English)	Intermediate
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Beginner
Product Knowledge	Beginner

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
<i>*Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)</i>

Decision Making

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Key Performance Indicators (KPIs)

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