

JOB DESCRIPTION

Industry:	Shipping/Logistics/Freight Forwarding
Post:	Senior Operations Executive - EXPORTS
Report to:	Branch Manager
Functional Area:	Export Operations
Total Position:	02
Job Type:	Full Time/Permanent (First Shift Day)
Job Location:	Lahore
Gender:	Female Only
Minimum Education	Bachelor's Degree
Career Level:	Beginner to Mid Level

The Position

This is a very significant position within the operations department. The Senior Operations Executive will be located at Lahore, reporting directly to the branch manager. The position will be responsible for end-to-end execution of Export shipments and key responsibilities include Pricing, Coordination, Billing and Record Keeping.

Complexity:

The core job is to provide effective and efficient services to customers and we expect a positive attitude with pro-active approach for successful execution. The post requires in depth knowledge about the logistics Industry of Pakistan, government rules & regulations, out/inbound movement of cargo, customs rules and regulations & practices & policies at ports.

Responsibilities:

- Coordinate ocean freight export operation activities.
- Assist and maintain service relations with clients and branch offices.
- Responsible for tracking export shipments and coordinate with carriers, customs and airport authorities.
- Provide quality customer service to all vendors and agents in order to facilitate the required objectives and provide customers with daily updates.
- Continuously provide training to new and existing members of the team on lines of ERP, Exports Process, Billing and Shipment Handling
- Ensure that self and the team stay up to date on the company's CRM system and take necessary actions to ensure that all members of team meet reporting deadlines for CRM.
- Ensure strict implementation of organization's SOP within the division
- Ensure strict implementation of Customers' SOP while handing shipments.
- Communicate and build rapport with Airlines and Shipping lines to improve our pricing levels.
- Negotiate tariffs with Shipping Lines and Vendors to improve our pricing levels.
- Tracks shipment execution flow and ensures that shipping instructions have been followed.
- End-to-end follow-up for customers
- Employee may also have additional responsibilities in accordance with supporting a specific department(s)/division(s) and/or be assigned with specific, individualized tasks.

Experience Skills Required

- Minimum 2-3 years of experience in Export Operations
- Minimum 1 year of experience in Freight Forwarding/Shipping Industry
- Excellent oral and written communication skills.
- Well developed presentation skills and customer relations skills.
- Proficient in operating ERPs, CRMs and other technology platforms
- Goal oriented, self-disciplined, and self-motivated to produce results.
- Demonstrates effective negotiations and closing techniques.