

<b>Job title</b>	<i>Export Household Goods Operations Coordinator</i>
<b>(Department Manager) Reports to</b>	<i>Export Household Goods Manager</i>

### Job purpose

To provide continues uninterrupted customer service care between Sales Relocation Specialist and customers.

### Duties and responsibilities

- **NEW Customer Files** - Receive new shipment information from Sales Relocation Specialist in order to open new file in company software.  
Have customer complete the On-Line Booking Form and accept service Terms & Conditions  
Email new customers all pertaining information and confirmation details  
Coordinate with new customer, pick up time and date.  
Gather all missing shipment details from customers  
Gather all missing paperwork for Export & Import Customs processing in respective countries  
Enter updated data into company software
- **Freight Bookings** - Sales Relocation Specialist will advise Export Coordinator of which Carrier will handle the freight for a particular shipment  
Open shipment booking with Carrier, per dates coordinated with customer  
Email customer from company software with Freight details containing ETD and ETA information  
Enter Overseas Destination Instructions in each House Bill of lading  
Prepare file for handover to Export Operations
- **Departed shipment Procedures**  
Email customer with: Bill of Lading / Service Invoice / Marine Insurance Certificate / Customer Notice of departure with complete shipping details with overseas destination handling agent information  
Send shipment documentation to consigned overseas destination agent: Mater Bill of Lading/ All House Bill of Ladings / Inventory List // Agent Instruction Manifest // Special Instructions, if any.  
Request POD – Proof of Delivery from destination agent  
Update company software with all data to close file

### Qualifications

- Basic school education
- Must have worked in Logistics company
- Good computer skills with experience with industry software program experience
- 2 years previous experience with handling of export documentation
- Knowledge of Bill of Ladings both Master & House
- Person must be able to work in team environment
- Ability to fully understand how export files are handled, maintained and updated
- Person must be clam, collective, be able to discuss with fellow colleagues file procedures and be able to relate any issues to department manager, clearly and detailed

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### **Working conditions**

The position is an office assigned position. Person must be able to work in office environment during work hours. From time to time you may be requested to go to US Customs as part of company delegation. This will be on company time expenses will be covered by company

### **Physical requirements**

Export Coordinator will spend long hours sitting and using office equipment and computers, which can cause muscle strain. Export Coordinator will also have to do some lifting of supplies and materials from time to time