



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

Job purpose

To provide continued uninterrupted customer service care to your assigned customers. Play supportive role to customer concerns and assist assigned Sales Executives. Alleviate Sales Executives of all non-sales related duties.

Duties and responsibilities

Customer Service Care

- Be prepared to answer customer questions pertaining to shipment, process, and timeframes.
- Gather any missing shipment details from customer.
- Relay updates to customer as needed.
- Email new customers all pertaining information and confirmation details.
- Coordinate with new customer, pick up time and date.
- Cross sell services that customer can relate to such as: Specializing Crating, Marine Insurance, Storage.
- Maintain, update, and log all shipment aspects into Move Controllers Excel Log
- Update company software "Logisuite"

Origin Services Duties

- Coordinate pickup date/time with customer.
- Prepare Pickup work orders for company dispatch or 3rd party origin agent
- Gather packed dimension & weights from respective source.
- Assist sales executive to prepare and send out customer invoice.

Destination Services Duties

- Enter overseas agent instructions in company software
- Ensure customer Bill of Lading Shipper/Consignee/Notify party details are accurate .
- 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 for at least 3 years
- High level computer skills with experience with industry software.
- 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
- Due to COVID-19 work conditions, all employees must have own computer & internet service.

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.

COVID-19 – Home office conditions are in effects till further notice

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