

DEPARTMENT:	Operations
LOCATION:	51 A Railway Road, Cunupia, Trinidad and Tobago
JOB TYPE:	Office Based
JOB TITLE:	Client Operations Representative (COR)
DIRECTLY REPORTS TO:	Team Lead- Client Operations Representative
POSITION (S) REPORTING INTO THIS ROLE:	None
DEPARTMENT LEAD:	Manager- Operations
OVERSEEING ELT MEMBER:	Vice President- Operations

JOB PURPOSE: To provides administrative and clerical support services to Customer Care Specialists (CCS) regarding Import and Export clearances of their shipments.

KEY DUTIES AND RESPONSIBILITIES:

NB. Each item includes meeting KPI targets, compiling and submitting KPI reports.	Approx. % of time annually
1. Create Work Order (WO) lines in LASER, input the necessary data and upload the required supporting documents.	30
2. Request all local/handling, storage and demurrage charges from Agents and send to CCS for Client approval.	20
3. Generate Purchase Order (PO), prepare voucher and send email to request payment for GRA Assessment, local charges/handling, storage, demurrage and Customs & Port overtime (OT) fees.	15
4. Ensure profile is checked on Asycuda to ascertain colour, split entry, and distribute to Clearance Clerks. Ensure all the relevant documents for clearance is attached. (Proof of delivery, Lien cancel etc)	15
5. Send all necessary entries/document to be released by Food and Drug.	2
6. Liaise with port coordinators pertaining to custom release and delivery of shipments.	5
7. Liaise with CCS pertaining to shipments and other information relative to clients.	4
8. Creating and requesting final invoice (Trinidad and Tobago invoice) for shipments.	2
9. Completing Daily, weekly, monthly reports for clients.	2
10. Ensure the clients information for respective shipments are updated onto Magaya/Odoo in real time.	2
11. Ensure daily clearance updates are sent on time.	2
12. Any other duties that may be required.	1

Include the meanings of all acronyms used in the Job Duties above e.g KPI is Key Performance Indicators.

LAST REVISED	June 21 st 2021
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QUALIFICATIONS AND EXPERIENCE:

- BSc/BA Business Management or related field.
- Experience with ACE, Asycuda or Magaya will be an asset
- Knowledge of the shipping and brokerage industries.
- Proficient in Microsoft Office Suite

HSSEQ RESPONSIBILITIES:

- Maintain standards of safety and comply with Company's Health, Safety & Environment Management System requirements.
- Observe all health and safety rules and regulations.
- Stop all work if any unsafe conditions exist or unsafe practices are observed.
- Report any unsafe conditions or practices to your Supervisors.
- Understand how to perform jobs assigned in accordance with operating procedures and/or work instructions.
- Do not undertake any job you do not understand – ask your immediate Supervisor once there is any doubt.
- Wear and use all safety equipment required to ensure the safe execution of the specific job.
- Participate in mandatory toolbox meetings, safety meetings and training sessions (internal and/or external) as required.
- Report all incidents immediately to your Supervisor.
- Cooperate during incident investigations so that the incident causes can be determined and corrective action taken.
- Tag and Report all defective tools or equipment immediately.
- All staff are to adhere to the guidelines stated in the Policy Manual.

KNOWLEDGE, SKILLS, ABILITIES, CHARACTERISTICS:

- **Enjoyable to work with** - especially with direct team members.
- **Highly reliable** - your supervisor and co-workers must have confidence that when assigned a task, you will get it done in a timely manner with a high quality of work.
- **Management of time and tasks** – can work on multiple tasks, meet KPIs, reorganize and work on high priority tasks, handover tasks when going on leave.
- **Attention to details** – Be able to identify and fix small typos and oversight before a task is completed.
- **Strong communication** – be able to effectively communicate both verbal and written.

WORKING CONDITIONS

- Physical demand - Primarily Office / Work from home.
- May attend virtual or in-person workshops, meetings, etc.