

POSITION SUMMARY

Position	Customer Services Documentation - Internship
Description and Objective	To ensure we achieve our business plan objectives by being responsive to clients' needs and delivering first-class service. To have procedures and practices in place which ensure efficient and cost-effective delivery of cargo
Department & Office Location	Documentation - Auckland
Reporting To	Manager – Customer Order Management
Supportive To	Account Receivable, Reception, Dunedin LBU, Export and Import teams
Main Customers	Internal - CSU, Sales, Product Management, Accounting, LBU's, Overseas Branches, and Intermodal External - Clients and Suppliers

Position Summary (also referred to as Position Description)

Key Responsibilities

The key functions (but are not limited to) are as follows:

Import/Export

- Plan resources required for vessel manifesting
- Ensure manifesting security obligations are met
- Liaise with overseas agents and customers to ensure efficient delivery of services
- Attend to customers general enquiries
- Arrange transshipments as required

- Assist with general office duties where required
- Assist with accounts receivable and credit control as required

Import

- Receive, check and process import manifests
- Complete corrections as required
- Distribute manifests to local authorities
- Produce and send arrival notices and invoices
- Issue delivery orders and collect freight and charges in accordance with established procedures
- Ensure cargo is delivered from the wharf in a timely manner

Export

- Process exporters' bills of lading in a timely and accurate manner
- Issue bills of lading and collect freight and charges in accordance with established procedures
- Check preliminary manifest against bills of lading
- Prepare manifest
- Complete manifest corrections as required as per correction procedure
- Return all export Bills of lading within one working day of: receipt of payment, shipped on board, cargo receipt, receipt of the SLI, as appropriate
- Within three months of joining to be able to:
 - 1) Enter, on average 300 Bills per Month
 - 2) Keep the rate of all corrections to 16% or less per month

Essential Skills, Experience and Education

- Have a high level of customer service skills
- Have a reasonable level of mathematical skill to be able to understand and calculate percentages and foreign exchange rates
- Have analytical and problem solving skills
- Understanding of shipping procedures
- Be able to work under pressure and to strict deadlines

- Intermediate proficiency with Microsoft Office with particular focus on Excel and Word
- Experience in typing, data entry and formatting documents
- Have a typing speed of 7,500 kph or 45 wpm with 95% accuracy
- Familiar with Outlook or similar e-mail system;
- Effective and clear communication skills (both verbal and written), dealing with Vendors, other departments and customers;
- Highly organized and effective time management skills;
- Impeccable attention to detail and ability in assessing potential issues in complex systems and workflows
- Deadline driven, able to work and maintain highest work standards.

Desirable Personal Attributes

- Self-motivated and independent thinker
- Desire to develop new skills
- Ability to multi-task
- Adaptable, flexible and “can do” attitude

Reporting Requirements

This position reports to Niel Arnesen, Manager - Customer Order Management.

Hours

8.30 am to 5.00 pm - 1 hour lunch. Due to the nature of the role, occasional flexibility may be required with extended working hours from time to time due to overseas negotiations and contacts. This is generally discussed with the reporting Manager.

GLOBE Job Profiles

Business area	Job Profile Name	Structural organization unit (SOU)
BP	Business Partner Customer Requester	HQ
COM	Booking Inquirer	

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NOTE

Further details on the GLOBE Job Profiles are outlined in the GLOBE Job Profile Handbook. Please ensure to make reference to the current GLOBE Reference Materials that are accessible from the company Intranet, as they are generally subject to amendment from time to time.