

## Fonction discription



Job Title: **Forwarding Agent**

### Place in the organisation

Reports directly to Area manager Forwarding of his/here division, partners with colleagues Forwarding and give instructions to the back office colleague for the administration.

### Purpose of the function

- Organization of transportation orders commissioned by our customers, to and from different countries all over Europe and efficient using all different ways of transportation (Intern fleet or extern partners).
- Take care of the planning for our own fleet, so that the products can be transported in the most efficient way or give the export order to an external partner.

### Responsibilities

1. Treating forwarding files so that the orders can be handled in an efficient way within the wishes and instructions of the customer.
  - Receiving and accepting transport orders ( true mail or web)
  - Assess the feasibility, the cost and the effective cost for new customers, investigation of opportunities to find reloads
  - Determining the best conveyance (own fleet or partners) and consultation of the Area manager on rates, eventually booking at subcontractors
  - Giving instructions and information to transport partners/agents/charter companies. Freight info pass to Dispatching function planning drivers
  - Follow up on a weekly base our known customers true our internal tracking system
  - Spotting for problems/opportunities to support our sales department, in function to build a stronger traffic (equilibration between import – export)
  - Format original documents by externals source → transit documents (import) or customs documents (export Switzerland)
  - Planning and organization of transports with our regular subcontractors and partners
  - Merging customer orders in function of efficient truck loading (weight, stacking, ...) Chartering and efficient use of space, take notes of backloads
  - Making efficient match between destination and rendition program, homecoming loads, always look for the best opportunities and solutions
  - Combinations of orders and route planning for an efficient loading schedule for the trucks-creating a detailed list loaded goods with delivery date for the customer-answering customer questions, figuring out problems, ...
  - Enter and pass pre collection of small consignments for collection in our own warehouse
  - Following the progress from shipment final destination, be alert and responsive to changes
  - Drawing up a schedule for pick-up goods and inform the recipients in various

region

- Following possible problems and find solutions for it
- In case of a problem inform the customer of the details

2. Administrative handling of files in function of the correct follow up and shut down of every customers order

- Compiling files on the basis of obtained transport orders (Trucks)
- Entry of incoming orders and commands in the system
- Entry of data in the system for formatting invoices for transportation
- Extradition, and format of the necessary documents (CMR's)
- Add to the file the necessary documents
- Confirming load and unload data
- Input of data our intern system to give support to our invoicing
- Calculation of cost and estimation
- Controlling and approving of invoices from subcontractors/agents
- Registration of orders in our system (LES)
- Take care of the classification

3. Maintain good contacts with customers/agents in function to maintain the image of the company and build up a long term collaboration

- Spontaneously making transport propositions to registered customers
- Customer-oriented telephony
- Contacting customers to confirm of load data-loading schedule to the customer
- Communicate with all parties involved: clients, drivers, dispatching-collecting/create the necessary freight documents.

### Job requirements

#### **Knowledge level**

- Expert knowledge:
  - Transport law
  - Sector knowledge: agents, subcontractors, other transport company's
  - Charging Principles
  - Route planning
  - Specific knowledge of rates country's/regions
  - ADR-stipulation
  - CMR

#### **General skills:**

- **Computer science:** LES system, Word, Excel, map-point, Teleroute, Timocom
- **Languages:** English and in function of the division for which you work French or German
- **Communication skills:**
  - Area manager Forwarding: reporting, consult
  - Colleagues: working together, consult, inform each other
  - Customers: focused telephony, inform, consult
  - Subcontractors: negotiation, giving instructions (implementing

transport commitments)

- **Administrative skills:**
  - Data input in the system → by creating files
  - Format requirements (CMR's)
- **Personality traits:**
  - Structured work attitude
  - Creative thinking (solution-oriented)
  - Self controlling
  - Reliable

### Skills and work habits

- **Customer Focus**
  - Being friendly even if problems arise
  - Always seek solutions in the interest of the client
  - Serve the customer and making work of his questions/complaints
  - Proactively inform Customers about delays/problem
  - Keys on customers satisfaction
- **Commercial skills**
  - Making profitable price conditions (best price i.fo the company)
  - Searching for commercial/financial opportunities for the company
  - Being alert for signals and see what is happening on the market
- **Organization & Planning**
  - Efficient planning in function of agenda management
  - Short and long term vision (looking for opportunities)
  - Determine priorities, separating main and side issues
  - Respect deadlines
  - Be Alert and take action in a timely manner if a planning is not met
- **Stress resistance & flexibility**
  - Flexible change of approach by time pressure
  - Workable and stay calm in peak times
  - Addressing/solve problems smoothly
  - Adjust flexible Planning for changed circumstances (cancellation, additional chartering, ...)
- **Cooperation Skills**
  - Smooth cooperation, internally with colleagues and externally with customers
  - Sharing consultation and information between colleagues
  - Indent for each other spontaneously
- **Order & quality oriented**
  - Files up to date, in order and documented
  - Check files for errors
  - Keep info up to date in relation to colleagues and customers

### Performance indicators for the function

- Execute commands according company guidelines
- Execute commands according company requirements
- Achieve Deadlines in planning
- Efficient planning schematics
- A correct input of data and administration
- Be able to work together with teammates and colleague's other divisions
- Magnifying en follow up your customers files.
- Have a "yes we can" vision and attitude

### **Opportunities to grow in this function**

- Junior Forwarder → starting employee, works under supervision of a Forwarder and/or Senior Forwarder
- Forwarder → after ± 3 years, fully integrated and autonomous, can work without supervision
- Senior Forwarder → has years of experience, supervises young/starting colleague's under supervision of the Area Manager and can when needed giving back-up for his AM in case of absence.

**See annex for work instructions**