

Job Profile



Job Title: **Junior Forwarding Agent**

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Place in the organisation

Reports directly to team leader of the division, partners with colleagues expedition

Purpose of the function

- Preparation of the planning and take care of the Administration so that the products transported efficiently and timely.

Responsibilities

1. Traffic planning so that orders can be picked up and delivered on time.
 - Entry of incoming orders and commands in the system
 - Contacting customers to confirm of load data-loading schedule to the customer
 - 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, ...
 - Freight info pass to Dispatching function planning drivers
 - Alert and responsive to changes
Communicate with all parties involved: clients, drivers, dispatching-collecting/create the necessary freight documents.
2. Make arrangements covering supplies.
 - Chartering and efficient use of space
 - Take note of backloads
 - Drawing up a schedule for pick-up goods and inform the recipients in various region
 - Extradition, and format of the necessary documents (CMR's).
3. Correct administration so that the goods can be billed correctly.
 - Entry of data in the system for formatting invoices for transportation
 - Add to the file the necessary documents
 - Take care of the classification

Job requirements

Knowledge level

- Basic knowledge:
 - Transport
 - Charging Principles
 - Route planning

General skills:

- **Computer science:** LES, Word, map-point, Kompass
- **Languages:** English and French
- **Communication skills:**
 - Area manager Forwarding: reporting, consult
 - Colleagues: working together, consult, inform each other
 - Clients: focused telephony, inform, consult
- **Administrative skills:**
 - Data input in the system
 - Format requirements (CMR's)

Skills and work habits

- **Customer Focus**
 - Friendly even if problems arise
 - Always seek solutions in the interest of the client
 - Serve The customer and making work of his questions/complaints
 - Customer satisfaction keys
 - Proactively inform Customers about delays/problem
- **Organize & Plans**
 - Efficient planning in function of agenda management
 - Short term vision
 - Determine priorities, separating head 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 Skill**
 - 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 clients

Performance indicators for the function

Achieve Deadlines in planning

- Efficient planning schematics
- A correct input of data and administration
- Be able to work together with teammates

See annex for work instructions