

JOB DESCRIPTION

Job title	<i>Multimodal Operator</i>
Reports to (title)	<i>Operations Director</i>
Location	<i>Southampton</i>
Department	<i>Operations Department</i>
Key interface	<i>Cargo wise, ASM Sequoia</i>
Hours / days	<i>Monday – Friday, 37.5 hours per week.</i>

Job purpose - General summary and scope

The purpose of this role is to actively support the continued growth and success of SEKO Logistics through a commitment to achieving our strategic goals. Meeting and exceeding the client expectations and actively support the Operations Department with the smooth running of key accounts and client development through a committed approach to customer service, pro- active communication and relationship building with all customers, suppliers, colleagues and overseas offices.

Effective time management and commitment to looking for new opportunities for growth and development from our existing customer base. Teamwork is imperative and customer needs, are paramount.

Key duties and responsibilities

- Proactively support the Operations Team by handling Key Accounts
- and the day to day requirements for clients
- Understand and comply with Standard Operating Procedures set out in line with customer requirements
- Ensure team monitor all shipments including accurate booking in on internal system
- Customer Service – Assist the team in proactively liaising and updating clients/overseas
- Customs Procedures –Assist the team in ensuring correct customs procedures are being used and followed.
- Airline/ sea / road freight collections – Assist liaison between team and in house transport department/or other haulier
- Customer Deliveries – Assist liaison with customer and in-house Transport department/or other haulier to fulfil customer requirements
- Assist booking jobs onto the internal system for courier arrivals.
- Assist with monthly warehouse invoicing procedures.
- Liaise with agents/suppliers as necessary.

Qualifications and key skills required

- Specialized knowledge – operational freight forwarding
- Skills – customer service/ customer facing service skills
- Abilities – tenacious/ computer literate/ well organised.



Intelligence Delivered

- Knowledge of UK customs procedures, clearance. Quotations, collections, deliveries cost accrual and invoicing

Other Duties

- To apply and practice unit rules and regulations and comply with contractual requirements and handbook policies.
- To apply and practice Health and Safety instructions and regulations
- To apply all Statutory requirements as instructed
- Embrace, demonstrate and promote good customer service at all times
- Undertake a programme of personal development in line with the company process
- To protect and ensure the security of the building and the goods and items within it.
- Undertake any other duty deemed reasonable by your manager

Working conditions

The successful candidate will be working in a busy operations environment and due to the nature of the industry and business, will sometimes be expected to work later or some weekend to support colleagues. The Operations teams are both friendly and welcoming and thrive on working as a close team and learning from each other.

Physical requirements

This role requires particular physical attributes due to its nature and tasks. A standard of physical health and fitness is required i.e.:

- Good vision, good hearing
- Strong command of the English Language

Additional Information:

This job description sets out the current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed.

Agreement to this job description does not confirm employment status. Employment or worker status will be confirmed alongside all notable terms, within the offer letter and contract of engagement or worker agreement.

There may also be an opportunity for overseas travel.

Approved by:	
Date approved:	
Reviewed:	

Ideally, a job description should be reviewed annually and updated as often as necessary.

_____ Job Holder
Name

Signature



_____ *Manager*
Name

Signature

Date