

Documentation Executive

Young and energetic logistics professional with 2+ years of experience in logistics & documentation, accounting or office administration.

The role will include:

- Full accountability for the end-to-end shipment process from receipt of order through to delivery with the customer at their desired port/inland location
- Coordination of shipping, often including road haulage, and knowledge of worldwide customs rules such as INCOTERMS
- Closely working with Procurement, Sales & Rates teams for first view of order, to establish customer expectations and to push for production and sailing schedules which meet these expectations
- Continuation of relationship with Suppliers & Warehouses after orders have been placed to coordinate shipments and highlight any extra customer requirements
- Maintaining contact with customers throughout the order process, highlighting any changes in their projected schedule and accommodating any extra requirements that may arise which were not originally shared at point of order
- Regular contact with Shipping Lines and Freight Forwarders to ensure that our shipping instructions are being followed and we are receiving accurate transport documents
- Arranging third party documents via Shipping Line accounts, Chamber of Commerce and Banking trade portals
- Arranging & dispatching shipping documentation to customers/their bank depending on agreed Payment Terms
- Arranging documents which meet the requirements of Letters of Credit and sending them in a timely manner to meet deadlines set within this document
- Serving as one of the point of contacts for suppliers and customers on any logistics related issues
- Maintain a master tracking sheet of all orders with updated shipment schedule
- Responsible for the documents related to truck shipments
- Collaborating with other departments to resolve issues or queries related to logistics
- Identifying ways to improve logistical operations
- Monitor all shipments and ensure customer satisfaction
- Handling customer complaints
- Weekly reporting to Management on the pending/concerns with regards to existing orders.

Candidate will be preferred if they have a background in accounting:

- Knowledge of accounting systems and platforms, preferably worked on Zoho Books
- Day-to-day passing of accounting entries, invoicing, billing, maintaining vendor and customer masters, management reporting

- Closely working with Operations teams for status of orders, payment updates, quick response to queries and updates
- Tracking receivables and payables and reporting to management
- Reporting daily cash balances and cashflow forecast to management
- Visit to banks for collection and release of documents
- Preparation of invoices, bills and other documents
- Knowledge or experience of Banking Portals

The successful candidate will have:

- A bachelor's degree
- A minimum of 2 years' experience in logistics & documentation, accounting or office administration
- Strong attention to detail
- Ability to forward think to allow strategic planning and prioritization of tasks
- Ability to work under pressure and react to unexpected issues/problems in a controlled manner
- Excellent communication skills, professional and articulate as many contacts do not have English as their first language
- IT literate with use of ERP and Microsoft Office packages, especially Microsoft Excel
- Ability to demonstrate the strictest standards of confidentiality
- Ability to work to tight deadlines
- Strong organisational skills with the ability to multitask
- Ability to work on own initiative, with minimum direction