**Role Description & Person Profile**

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| **Job Title** | EMEA Export Operations Assistant |
| **Reports to** | Export Team Manager |
| **Business** | AB Vista Europe B.V. |
| **Location** | Rotterdam |
| **Direct & Indirect Reports** | Nil |
| **Budget Responsibility** | Nil |

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| **Role Overview**  Impact Statement | We are seeking a detail-oriented and proactive professional to manage export and import shipping processes while maintaining a high standard of service for both internal and external customers. In this role, you will collaborate with colleagues across the EMEA region to organize, optimize, and enhance the customer experience. You will also play a key part in supporting the EMEA Supply Chain function through active involvement in daily operations and ensuring smooth logistics execution. |
| **Key Responsibilities** | **Value created through Supply Chain (cost)**  • Process orders accurately on internal systems, from order receipt through to delivery in line with company processes and agreed timescales.  • Take stock on a FIFO basis or agreed with Supply Chain team if not forecast.  **Working with others**  • Work closely with the EMEA Supply Chain team to improve processes, reduce costs, and enhance the customer experience.  • Liaise with internal suppliers and 3PL’s to ensure timely despatch of goods to meet customer delivery deadlines and agreed OTIF targets.  **Performance**  • Handle customer queries and complaints with professionalism and a problem-solving mindset.   * Take ownership of assigned export shipments and resolve any issues that arise in a timely and constructive manner. * Ensure compliance with internal procedures, including AEO requirements and feed safety standards.   • Ensure that export documentation is correct and complete to prevent customs delays.  • Track and report on key performance indicators (KPIs) and maintain accurate product, pricing and invoicing records.   * Flag and resolve any discrepancies or errors to ensure continuous improvement and service reliability. * Understanding of your individual role and responsibility (within the wider team) in delivering feed safety on behalf of ABF and identifying/acting on any issues that would compromise this obligation and/or the safety of the food chain.   Other responsibilities as and when necessary, in supporting other AB Agri and ABF companies within EMEA. |
| **Key Stakeholders** | Business Managers, Customers, Supply Chain, Regional Finance, 3rd Party warehouse and Logistics Partners |
| **Other Factors**  Travel, shift pattern, working hours, Licence type etc. | * 2.5 days work in office weekly * Occasional travel to UK required. |

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| **Required experience, qualifications, and necessary knowledge** | |
| **Essential** | **Desirable** |
| * MBO/HBO minimum in Business Management, Purchasing and/or Supply Chain Management or equivalent supply chain experience * Proficient in IT skills including MS Office applications eg. Excel or Data analytics/reporting Skills * Understanding of supply chain management / order processing * Languages skills (Fluency in English and Dutch, any additional language is a plus) | * Experience of working with Export documentation/incoterms/customs/letters of credit would be a plus * Preferably knowledge & experience with Microsoft D365 & Power BI * Customs and international VAT understanding would be an advantage. * Understanding of ERP systems * Export / Logistics / Supply Chain experience / internship |

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| **Key Behaviours** | * Detailed Orientated * High level of accuracy * Can accept Ambiguity * Excellent English communication skills (written and verbal). * Able to work well under pressure and prioritise workload. * Flexible with regards to working hours. * Be able to perform in a demanding and customer focused working environment * A well organised person who is confident with business administration skills. * A productive worker able to deliver with efficiency & effectively. * Must be willing to learn, improve and adapt. * A team player |
| **AB Agri High Performance Framework** | Our high-performance framework is a set of guiding behaviours which have been created with people from across our businesses to enable great performance across the organisation. The focus is on what you can do to demonstrate high performance in your role, as well as the behavioural inputs to assist you getting there.   * Pioneering – Curious, spirited and bold. We lead the right way. * Excellence – We seek excellence in all that we do. * Growth – We create ways for our people and customers to thrive. That’s how we keep making a difference. |