**Role Description & Person Profile**

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| **Job Title** | **Export Shipping Co-ordinator** |
| **Reports to** | UK & International Customer Services &Planning Manager |
| **Business** | Premier Nutrition |
| **Location** | Rugeley & Fradley |
| **Direct & Indirect Reports** | N/A |
| **Budget Responsibility** | N/A |

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| **Role Overview**  Impact Statement | We are thrilled to offer an exciting opportunity for a dynamic individual to join our Customer Services Export team at Premier Nutrition. In this role, you will support our international customers by managing the entire shipping and documentation process. Your responsibilities will include managing the end-to-end order through to invoice process ensuring a seamless process for the customer. You will excel in delivering outstanding customer service by fostering strong relationships with both internal and external stakeholders. |
| **Key Responsibilities** | * Oversee the complete order receipt to delivery process for international customers, adhering to company procedures and agreed timelines. * Coordinate with transport companies and customs agents to ensure timely dispatch and meet customer delivery deadlines. * Generate precise shipping documents, including Customs instructions, Bill of Lading instructions, Certificates of Origin, Veterinary Certificates, and Dangerous Goods Notes. * Prepare and issue proformas directly to customers. * Ensure export documentation is accurate and complete to avoid delays at customs. * Communicate effectively with customers via email and phone. * Support the Business Development team in nurturing strong relationships with our international customer base. * Manage customers operating under Letters of Credit. * Promptly address customer enquiries and coordinate necessary actions. * Maintain up-to-date and accurate customer documentation and records across all business systems. * Utilize personal judgment and initiative to develop effective solutions to challenges in export activities and procedures. * Collaborate cross-functionally with Commercial, Technical, Operations, Production, Finance, and Regulatory teams. * Handle complaints and process credits when necessary |
| **Key Stakeholders** | * Customers * Commercial Nutritionists and Account Managers * Hauliers * Shipping Lines * Suppliers * Internal -Technical/Quality/Production/IS/Purchasing/Finance |
| **Other Factors**  Travel, shift pattern, working hours, Licence type etc. | * Working hours – Monday to Friday 08:30 – 17:00 * Full clean driving licence * Able to work at Fradley & Rugeley sites |

**Person Profile**

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| **Required experience, qualifications, and necessary knowledge** | |
| **Essential** | **Desirable** |
| * Experience with international freight * Knowledge of export documentation & Letters of Credit * Knowledge of export payment terms * Customs and international VAT experience * Knowledge of Preferential Trade and Origin | * Knowledge of Preferential Trade and Origin * IOE Qualification * Understanding of the Agri industry/animal nutrition |

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| **Key Behaviours** | * Demonstrates confidence and the ability to build strong relationships. * Maintains a high level of accuracy and attention to detail. * Exhibits excellent communication skills, both written and verbal. * Highly numerate, with experience in handling financial records and business systems. * Proficient in Microsoft Office packages. * Capable of working well under pressure and prioritizing workload effectively. * Performs well in a demanding, customer-focused environment. * Successfully interacts across diverse cultures. * Possesses good judgment and decision-making skills. * Able to work independently and take initiative. * Well-organized and confident in business administration tasks. * Eager to learn, improve, and adapt. |
| **AB Agri High Performing 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. |