

Job Specification for a Customer Service Associate

1. FUNCTIONS FROM SALE TO THE SHIPMENT OF CARGO
2. PROPER SYSTEM ENTRIES REVIEW
3. COORDINATION/ FOLLOW UP
4. PROPER DOCUMENTATION FOR SHIPMENT
5. OTHER DUTIES AS ASSIGNED

TASKS UNDER MAJOR FUNCTIONS

FUNCTIONS FROM SALE TO THE SHIPMENT OF CARGO

- A. RECORD PURCHASE/SALE IN SAP
- B. FOLLOWUP WITH SUPPLIER/WAREHOUSE FOR SHIPMENT
- C. INFORM CUSTOMER OF SHIPMENT SCHEDULE
- D. SCHEDULE SHIPMENT
- E. SECURE CLEAN LETTER OF CREDIT FROM CUSTOMER
- F. ASSURE ALL AMENDMENTS ARE IN HAND
- G. ISSUE RELEASE ONCE CLEAN L/C IS IN HAND
- H. COMPLIANCE OF PURCHASE ORDER CREDIT TERMS WITH SHIPPER. IF L/C TO BE OPENED, ASSURE DONE TO MEET SHIPPING SCHEDULE
- I. FOR OPEN ACCOUNT – CREDIT MUST BE IN ORDER PRIOR TO SHIPMENT

PROPER SYSTEM ENTRIES/REVIEW

- A. DAILY REVIEW OF SHIPMENTS TO BE SCHEDULED
- B. VERIFICATION OF ACCURALS IN SALE PRIOR TO PICKUP/DELIVERY
- C. WEEKLY REVIEW OF SAP REPORTS: ZBACK, ZPOR, ZRSK
- D. FOLLOW UP WITH TRADER ON, UNALLOCATED SALES ORDERS (TWICE WEEKLY MINIMUM)

COORDINATION/FOLLOW UP

- A. COMPLETE FOLLOW UP WITH OVERSEAS OFFICES WITH REGARD TO THE SALE**
- B. FOLLOW UP WITH SUPPLIER/WAREHOUSE FOR SHIPMENT SCHEDULE**
- C. VERIFICATION OF FREIGHT RATES PRIOR TO BOOKING VESSEL**
- D. COORDINATION WITH BPO FOR L/C, SHIPMENT AND DOCUMENT DATA**
- E. FOLLOW UP FOR PAYMENT OF DISCREPANT DOCUMENTS**
- F. APPROVAL/PASSING OF FREIGHT AND COMMISSION INVOICES TO ACCOUNTING**
- G. PROPER MAINTENANCE OF SALE FOLDERS**

PROPER DOCUMENTATION FOR SHIPMENT

- A. OBTAIN 3RD PARTY DOCUMENTS AS REQUIRED BY THE CUSTOMER (FOR EXAMPLE SECURE M FORM, INSPECTION REPORT [CRF], OTHER DOCUMENTS REQUIRED FOR BANKING)**
- B. RECEIPT OF ORIGINAL BILLS OF LADING**
- C. ASSURE TIMELY COMPLETION OF DOCUMENTS BY BPO**

Interested candidates can send their resume to hr@vinmar.com