



OPERATIONS POSITION DESCRIPTION

Job Code #:

Grade:

Job Title Ocean Import Specialist Date 08/19/03

Department Operations - Transportation

Manager's Title Ocean Import Supervisor Manager's Approval _____

1. PURPOSE: State briefly (in one or two sentences) the overall purpose of the position.

To provide superior customer service to ocean import customers. To process ocean import shipments using the DCS system and facilitate ocean cargo movement.

2. SPECIFIC DUTIES

In order of importance, list the essential duties which make up the regular assignment. This should include all the duties that are performed. Use specific action verbs, such as "file", "compile", "operate", etc.; avoid "prepare", "handle", and "assist". State the frequency; i.e., daily, weekly, monthly, annually, and occasionally.

Duties	Frequency
1. Assist customers on the telephone and through e-mail by acting as the central point of contact between the customer and all AGI departments.	Daily
2. Enter ocean import shipment information into the DCS system and create ocean import documentation including checks, arrival notices, invoices, delivery orders and file settlement reports.	Daily
3. Communicate with customs house brokers and overseas agents regarding shipment details and problem resolution.	Daily
4. Communicate with steamship lines to verify inbound arrival information. Surrender original bills of lading and collect charges to steamship lines.	Daily Daily
5. Update and forward customer shipment tracking reports as required by customers' Standard Operating Procedures (SOP's).	Daily
6. Arrange trucking to customer's warehouses as required by SOP's.	As Required
7. Communicate with freight locations to verify shipment availability.	Daily
8. Identify and resolve issues causing delays in ocean cargo movement.	Daily
9. Update customer SOP's as necessary.	As Required

Nothing herein shall preclude AGI Logistics Corporation from changing these duties, from time to time, and assigning comparable duties or other duties commensurate with the experience and background of the employee.

10. Create and forward back up documentation for accounts payable for payments on appropriate A/P posted items.	Weekly
11. Review and notate shipment file number of trucker invoices. Approve invoices for payment by accounting department.	Weekly

3. EQUIPMENT OPERATION

List the various pieces of equipment that are needed as part of the job and the percentage of the **total working time** spent on each. (Ex: phone 10%, fax 5%, printer 20%, and computer 90%)

Phone	35%	Fax	5%
Computer	40%	Printer	10%
Calculator	10%		

4. KNOWLEDGE/SKILLS/ABILITIES/EXPERIENCE/EDUCATION/LICENSES/CERTIFICATIONS

Describe the knowledge, skills, abilities, experience, education, licenses, and certifications needed for competent performance of the position.

- Thorough knowledge of international shipping procedures
- Thorough knowledge of port practices and procedures
- DCS system knowledge and experience
- DOT General Awareness training
- Basic math abilities
- Basic PC skills

5. WORK ACTIVITY ALLOCATION

List the various functional areas that are required as part of the job and the percentage of the **total working time** spent on each. (Ex. Customer service 60% and clerical 40%)

Customer Service	45%
Operations – Technical	25%
Operations - Clerical	30%

6. WORKING RELATIONSHIPS

List the titles of individuals, departments, and organizations with which this position has the most frequent contact. This should include both inside and outside the company. Briefly describe the nature or purpose of these contacts.

Most Frequent Contacts	Nature or Purpose
Customers	Service including shipment tracking and procedure questions
Manager – Ocean Import Supervisor	Procedure & direction questions
Accounting department	Invoice payment and file settlement questions
Truckers	Shipment pick up and delivery instructions
Steamship lines	Shipment arrival and availability information
Warehouses	Shipment availability information
Overseas agents	Shipment information and communications

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7. WORK DIRECTION

Is there responsibility for directing the work of others (distributing work to others, reviewing work of others, assigning persons to specific work and training new employees)? Yes No . If "Yes," specify by title.

8. ORGANIZATIONAL STRUCTURE

Please list the title of the immediate manager, the next level manager, and other employees reporting to the immediate manager in this position.

