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**JOB DESCRIPTION**

Export Documentation Officer

**Reports to:**  Finance & Operations Director

The post-holder will deliver the Export Documentation function at the Chamber. The post-holder will undertake all activity required to process documents and provide an outstanding service to customers and members whilst also monitoring and reporting on customer revenue and surplus trends, with the aim of attracting and retaining customers.

**Key Duties and Responsibilities:**

1. Process export, carnets and other documentation, ensuring availability at peak times, and to act as an authorised signatory on documentation
2. Liaise with documentation customers to ensure fulfilment of completed and compliant documentation.
3. Liaise with both the Arab and Egyptian Chambers.
4. Provide reports as required on volumes, revenues and surpluses against all product lines.
5. Contribute to the department’s credit control activity.
6. Support promotion of cross-Chamber products, services, campaigns and initiatives to clients
7. Deliver quality provision to ensure the Chamber conforms to issuing body accreditation standards
8. Maintain high levels of training and knowledge to maintain specialism and adapt to changes in the trading environment.
9. Answering telephone queries and/or signposting to the relevant organisation.

**PERSON SPECIFICATION**

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| **Qualifications and Experience** | A good standard of education equivalent to 5 GCSE passes, including English and Maths; or able to demonstrate equivalent experience  Experience in processing Export Documentation or a shipping background however training will be provided.  Knowledge of data input and analysis. |
| **Knowledge and Skills** | A proven track record of good performance and customer focus including the ability to deal with customer complaints.  Good time management skills and the ability to prioritise workload  Good skills in the use of MS office and web-based tools, and ability to produce high-quality documents, letters and reports  Good verbal and written communication skills |
| **Personal attributes** | Hard-working and dedicated  Ability to work in a team and also on own initiative to meet scheduled daily deadlines.  Ability to think laterally and solve problems  Ability to interact with a wide variety of stakeholders at all levels  Ability to demonstrate exceptional attention to detail and work accurately |

**Prepared by:**

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| **Name** | Senior Management Team |
| **Date** | November 2021 |