****

**JOB DESCRIPTION**

Export Documentation Officer

**Reports to:**  Finance & Operations Director

The issuing of export documentation certificates provides businesses who trade goods internationally with the evidence required to trade goods across borders in compliance with trade and customs law, minimising the risk of incurring penalties from customs authorities.

This post is a developmental role that is ideal for a candidate seeking to develop a specialism in international trade & customs, legal compliance and/or administration.

Through an accredited training programme, the post-holder will become experts within the entire export documentation function, learning all aspects of the process including issuing, checking and authorising export documentation and communicating with customers on compliance, billing or training issues.

The post-holder will learn and develop competency in delivering all aspects of the Export Documentation function at the Chamber.

**Key Duties and Responsibilities:**

1. Process export certification, carnets and other documentation services within the Chamber portfolio to a high standard and to act as an authorised signatory on documentation
2. Liaise with customers to ensure the fulfilment of completed and compliant documentation in a clear and professional manner.
3. Liaise with both the Arab and Egyptian Chambers to ensure relevant export documentation is authorised and accepted by the relevant country authorities.
4. Provide reports as required on the volumes, revenues and surpluses across all product lines.
5. Contribute to the department’s credit control activity.
6. Maintain high levels of training and knowledge to maintain specialism and adapt to changes in the trading environment.
7. Deliver quality provision to ensure the Chamber conforms to issuing body accreditation standards
8. Answering telephone queries and/or signposting to the relevant organisation.

**NB. This role provides flexible working hours but requires attendance at the Chamber office during core/peak hours for the service.**

**PERSON SPECIFICATION**

|  |  |
| --- | --- |
| **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:**

|  |  |
| --- | --- |
| **Name** | Senior Management Team |
| **Date** | August 2022 |