

DEPARTMENT:	Brokerage
LOCATION:	51 A Railway Road, Cunupia, Trinidad and Tobago
JOB TYPE:	Office Based
JOB TITLE:	Team Lead – Customer Operations Representative (Import/Export)
DIRECTLY REPORTS TO:	Supervisor – Brokerage
DEPARTMENT LEAD:	Brokerage Supervisor
OVERSEEING ELT MEMBER	Vice President - Operations

JOB PURPOSE:

The Team Lead – Customer Operations Representative (COR) is responsible for monitoring schedules and assisting Customer Operations Representatives (CORs) with their day-to-day tasks as it relates to Imports and Exports. He/She must also look for way to increase productivity and efficiency by looking at People-Process-Technology within their department.

KEY DUTIES AND RESPONSIBILITIES:

NB. Each item includes meeting Key Performance Indicator targets, compiling and submitting Key Performance Indicator reports.	Approx. % of time annually
<p>Export</p> <ol style="list-style-type: none"> To oversee the co-ordination process for shipments being exported. To work closely with the Hazmat team to ensure all hazmat shipments are actioned in a timely manner (Acting as an escalation for problematic Hazmat shipments and working with management for solutions). To review all Hazmat paperwork and to ensure that the information matches as well as all the information is shared with the carriers to avoid any issues with rolling of cargo/missed sailing or flight. To work closely with the Accounts Payable team to ensure payments are released in a timely manner as well as to aid with any queries that may arise. To ensure the team work closely with external agencies such as fumigation companies, packaging companies and transport companies to ensure smooth co-ordination and transition of cargo from point A to point B. To assist in the creation SOP's and continuous development of KPIs, working closely with the Quality Team on Non-conformances and having a continuous improvement approach to the operations of the Export team. To prepare daily and weekly KPI reports, prepare timeline report and any other report that maybe required by management. Any other duties as may be required 	30%
<p>Import (Commercial and Projects)</p> <ol style="list-style-type: none"> To follow up on Customer Operations Representative reports daily. To provide support to the Customer Care Team to ensure client expectations are met. To ensure urgent shipments are expedited and cleared with top priority. To check and authorize vouchers for the Finance Department. 	30%

LAST REVISED	
---------------------	--



<ol style="list-style-type: none"> 5. To assist in maintaining employee’s work schedules which includes assignments, job rotations, trainings, vacation planners, absenteeism, tardiness and overtime scheduling. 6. To assign employees to participate in training, toolbox and other events. 7. To assist the Human Resources department in the recruitment and selection of staff for the Brokerage team. 8. To assist the Brokerage Supervisor to provide oversight and direction to employees within the department in accordance with the Company's policies and procedures. 9. To Act as a coach and mentor to assist with developing employees. This includes overseeing new employee onboarding and providing career development planning and opportunities to employees within the department. 10. To delegate tasks and encourage employees to provide regular feedback and be accountable for their responsibilities. 11. To ensure that employees meet the Company's expectations for productivity, quality, continuous improvement, and goal accomplishment. 12. To work with the Brokerage Supervisor to ensure that communication is transparent within the department, by communicating department information through department meetings, one-on-one meetings, and appropriate email, WhatsApp messages, and regular interpersonal communication. 13. To assist the Brokerage Supervisor, manage employees by using a performance management and development process that provides an overall context and framework to encourage employee contribution. This includes goal setting, performance feedback, performance development planning employee recognition, rewards, and disciplinary action, with the assistance of the Human Resources department, when necessary. 14. Any other tasks that may be required 	
<p>Work Order & Sales Order Management</p> <ol style="list-style-type: none"> 1. To ensure all WO’s line are approved with its 24 hour KPI 2. To ensure the team is servicing performing their lines withing its 2 day KPI 3. To ensure lines that have been services performed are confirmed within its 2 day KPI 4. To ensure Work Order and Sales Order Queries are query resoled within a 2 day KPI 	10%
<p>Technological Department Developments</p> <ol style="list-style-type: none"> 1. To work with Department on implementing new systems for increased productivity and efficiency 2. To work on Inter-department Projects to implement new systems for increased productivity and efficiency 	30%
<i>Total:</i>	<i>100%</i>

KEY PERFORMANCE INDICATORS (KPI):

- Generate daily reports from Customer Operations Representatives (CORs) to ensure they are within KPI and those not, escalated and expedited.
- KPIs for CORS Bucket
- Red – Shipments >4 days
 - Yellow – Shipment >2 days
 - Green – Shipment <2 days



SUPERVISORY DUTIES:

- Managing Workflow
- Training New Hires
- Creating and managing team schedules (Daily and Weekly)
- Reporting to HR and Senior Management
- Evaluating performance and providing feedback
- Identifying and applying career advancement opportunities
- Assisting in resolution of employee issues/disputes
- Project Management

QUALIFICATIONS AND EXPERIENCE:

- Recent graduate of a Bachelor's degree.
- Experience in the shipping industry will be an asset.

HSSEQ RESPONSIBILITIES:

- Maintain standards of safety and comply with Company's Health, Safety & Environment Management System requirements.
- Observe all health and safety rules and regulations.
- Stop all work if any unsafe conditions exist or unsafe practices are observed.
- Report any unsafe conditions or practices to your supervisors.
- Understand how to perform jobs assigned in accordance with operating procedures and/or work instructions.
- Do not undertake any job you do not understand – ask your immediate Supervisor once there is any doubt.
- Wear and use all safety equipment required to ensure the safe execution of the specific job.
- Participate in mandatory toolbox meetings, safety meetings and training sessions (internal and/or external) as required.
- Report all incidents immediately to your Supervisor.
- Cooperate during incident investigations so that the incident causes can be determined and corrective action taken.
- Tag and Report all defective tools or equipment immediately.
- All staff are to adhere to the guidelines stated in the Policy Manual.

KNOWLEDGE, SKILLS, ABILITIES, CHARACTERISTICS:

- **Enjoyable to work with** - especially with direct team members.
- **Highly reliable** - your supervisor and co-workers must have confidence that when assigned a task, you will get it done in a timely manner with a high quality of work.
- **Management of time and tasks** - can work on multiple tasks, meet Key Performance Indicators, reorganize and work on high priority tasks, handover tasks when going on leave.
- **Technical Analysis of requests** - quickly process and understand requests, identify where external assistance is needed, document concisely and clearly what is required, plan how to respond.
- **Problem solving** - suggest recommended actions rather than just ask for help, come up with innovative ideas, pre-emptively identify issues with existing procedures and implement solutions.



- **Quality Assurance** - Quickly picks up technical errors, typos, issues with sentence construction, gaps in logic, incorrect or missing pricing, whilst reviewing requests, quotes and technical proposals
- **Teamwork and Emotional Intelligence** - work well with others in the department, work well with other departments, build mutual trust and respect, develop strong professional relationships with others in the company, display emotional intelligence when dealing with others.
- **MS Office** - Intermediate to Advance in the use of MS Word, Excel, PowerPoint, Teams.

WORKING CONDITIONS

- Physical demand - Primarily Office / Work from home.
- May attend virtual or in-person conferences, workshops, meetings, etc.
- Will be required to be on site visits from time to time (shore base, ports, vessels, etc).