

Job specification

1. Post

Post:	Freight Forwarding Co-ordinator
Department:	Freight Forwarding
Date:	October 2025

2. Supervisory responsibilities/position in structure

Responsible to:	Freight Forwarding Director / Freight Forwarding Team Leader
Responsible for:	Handling Deep and Short Sea LCL/FCL bookings; receiving and making Bookings, arranging transport, issuing relevant documentation (House and Master Bills), VGM's, Customs Export Entries, CTN's, T Docs, Releases & deliveries, Invoicing. Interaction with customers, team members and all internal departments including Sales, Operations, Transport & Finance.

3. Main function of job (Note: in addition to these functions employees are required to carry out such other duties as may reasonably be required)

Process all aspects of the Freight Forwarding Operations from initial booking through to job completion and subsequent invoicing using Order Management System
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4. Main duties (brief description)

Duties/Responsibilities	Level of responsibility direct or indirect (D/I):
1. Liaise with customers and other departments during the booking process ensuring all bookings are handled in accordance with Containerlift SOP and payment terms.	D
2. Placing of bookings with respective Shipping Line / Carrier / Agent.	D
3. Liaise with customers to ensure correct export documentation is received for the shipment(s) and forwarded to the Shipping Line / Carrier/ Agent in a timely and accurate manner.	D
4. Ensure Shipping Line/ Carrier/ Agent have instructions for Bills of Lading, VGM and UCR references in a timely manner.	D
5. Receive/Check Draft Bill of Lading and ensure customer has receives a copy for approval. Send approved Draft Bill of Lading to Shipping Line/Carrier/ Agent.	D
6. Allocation of incoming payments on IT system.	D
7. Ensure booking(s) are invoiced correctly by Shipping Line/Carrier/ Agent as per contract rates or other spot rates as appropriate.	D
8. Work closely with Containerlift departments such as Transport and Finance.	D
9. Ensure Containerlift's invoice(s) are paid before Bill of Lading/ Cargo is Released and dispatched.	I
10. Be an integral part of the development of Containerlift's export operation and the general development of Containerlift.	I

5. Requirements to carry out job

Essential or desirable requirement – please indicate against each heading	E	D
Qualifications/education required:		
GCSE Maths & English	E	
Degree qualified		D
Industry recognised shipping courses / qualifications		D
Experience required:		
Experience gained within a Freight forwarding / Logistics organisation dealing with shipments by Sea	E	
Working knowledge and understanding of Customs clearance.		D
Professional & friendly manner with customers and other staff members.	E	
Competent with Microsoft Windows and Microsoft Office applications.	E	
Experience on IT Programmes (Order Management Systems) for booking/documentation/Customs/Transport Purpose	E	
Commercial Awareness	E	
Specialist training required:		
Understanding of the operation of Containerlift equipment and benefit to customers.	E	D
Understanding of Customs procedures.	E	
Understanding of Booking and Transport procedures for Sea Freight shipments	E	
In depth introduction to Containerlift Order Management System	E	
Any particular aptitude/skill required:		
Customer Service focused.	E	
Experience of working in a busy Freight Forwarding environment.	E	
Ability to build and develop relationships with both customers and suppliers.	E	
Personal characteristics required:		
Good communication and organisational skills.	E	
Able to work of own initiative	E	
Friendly, approachable, a good team player and not scared of hard work.	E	
Ability to stay calm in a challenging and pressurised environment	E	

6. Special terms

Special conditions e.g. working with hazardous substances, equipment, animals etc:	None
Working in different locations:	Great Dunmow office with time spent working from other locations on an occasional basis. "Working from home" Policy in place