

## **ICAT LOGISTICS: Freight Forwarding Air/Ocean Export Operations Agent**

**General Purpose of Job:** To execute daily activities and customer service functions of the BWI International Operations department.

**\*\*\*\*NOTE 3-4 years experience in international freight forwarding required**

### **Essential Duties and Responsibilities:**

- Responsible for day to day coordination, execution and tracking of air export shipments handled by the BWI international operations department
- Prioritize, schedule and arrange pickups
- Prepare rate quotations
- Complete related documentation (including airway bills, pick-up orders and manifest) between customers, vendors, forwarders, brokers and government agencies
- Book space with carriers
- Liaise with overseas offices and agents

### **Job Qualifications:**

- A minimum of 5 years International Ocean / Air Export experience in the freight forwarding industry
- College degree preferred but not required
- Must have working knowledge of air freight exports, US Customs, consols, NVOCC, tariff's, air carrier terminology and TSA regulations
- Natural ability to multi-task in a fast paced work setting
- Impeccable customer service skills
- Strong written and oral communication skills
- Ability to communicate effectively in a diverse multicultural environment
- Ability to build trust and maintain relationships within the business
- Able to meet deadlines and have superior time management skills
- Must possess a strong attention to detail
- Outgoing and positive work attitude
- Highly motivated team player
- Review operations and make suggestions for increased efficiencies
- Review standard operating procedures to insure compliance
- Work directly with sales team and other office locations as needed
- Strong negotiating skills
- Advanced skills with Microsoft Office products and daily PC use
- Ability to work independently

### **Industry Experience:**

- Knowledge of air/ocean freight carriers and a background in TSA and CT-PAT compliance
- Must be able to complete an AWB, make a cargo booking & coordinate domestic pickups
- Must be able to properly file an AES
- Thorough working knowledge of preparing rate proposals
- Must have experience handling air freight from origin to destination
- Knowledge in international export applicable laws and regulations

- DG certification is a plus
- Familiar with export documentation, CI, PL, SLI, COO, POA, insurance certificates, etc.
- Comfortable communicating effectively with overseas partners
- Experience negotiating rates with airlines, trucking companies, overseas partners, etc.
- Has excellent intrapersonal relationships with major airlines and business partners
- Solid knowledge of international and domestic geography, including countries & major cities
- Courteous, diplomatic, and able to sensitively manage personal relationships across different cultures while working within tight response deadlines
- Proven analytical and problem-solving skills in a logistics environment

**Personal Characteristics:**

The successful candidate should exhibit the following personal characteristics:

- Persistent in pursuit of objectives
- Highly driven, goal and results oriented
- Aggressive and consistent in follow-up and follow-through
- Appropriately impatient with the status-quo
- Superior verbal skills to influence or motivate people
- Generate enthusiasm in others
- Inspires others to be persistent, refine approach as needed and win
- Thinks strategically and sweats the details
- Credible with strong aura of personal integrity
- Loyal and dedicated to the success of colleagues and team members
- Actively seeks communications and relationships with a variety of people
- Able to negotiate people conflicts or solve people problems
- Optimistic outlook toward all activities, able to transmit this optimism to others
- Able to lead through example
- Understands own strengths and weaknesses
- Will naturally adopt ICAT's core values and seamlessly assimilate into ICAT's culture

**Opportunity to be Part of ICAT Logistics:**

A fast-growing, financially stable company that is values based and committed to the plan

Strong vision for future: intent on remaining focused and not succumbing to distractions

Strong commitment to best practices, harnessing technology to competitive advantage, and continually upgrading the company

Company commitment to professional growth of individuals and to attaining the status of being, "the workplace of choice for the best and the brightest" in the logistics industry

Please send your resume to [opportunities@icatlogistics.com](mailto:opportunities@icatlogistics.com)