

JOB DESCRIPTION

Job Title: International Trade Administrator **Location:** Devere House

Department: International

Reports to: International Trade Director

Salary: (Dependent on skills and experience)

Hours: 9am to 5pm (additional hours, as and when required)

Holiday: 25 days (pro rata) **Pension:** Contributory

Main function of job:

(Note: In addition to these functions employees are required to carry out such other duties as may reasonably be required)

To provide documentation and administration support to the International Department.

Supervisory responsibilities:

None

Main Duties/Responsibilities:

1. To be trained to become an 'authorised signatory' for certificates of origin. To be able to determine origin, closely check and issue certificates under the 'Preference' and 'Non-preference' UK Rules of Origin and give advice to exporters over the telephone, by email and in person
2. Receiving, checking and issuing incoming applications for export documents online
3. Checking, assembling, processing and batching-up (including preparation of outgoing post) hard copy applications with 100% accuracy to meet service deadlines
4. Communicating with applicants in a timely manner by telephone, email and in person to resolve discrepancies on documents
5. Data inputting documents to the sales order management system during processing
6. Taking and fielding telephone calls
7. Assist with taking payments and debt collection
8. Prepare for meetings on site including setting-up meeting rooms and prepare refreshments. Meet and greet visitors at all levels of seniority

9. Carry out a minimum of 20 business development phone calls each week, as a team activity to build relationships with clients and generate new business
10. Log all referrals to partners' organisations including banks, sponsors, strategic partners and government agencies
11. Use social media daily to build the brand, grow followers, communicate with customers, share insights, trends and top tips
12. Create and maintain a professional LinkedIn profile
13. Provide occasional reception cover and other duties as and when required

Training and CPD requirements:

- Successful completion of online certification training programme within 60 days. (Attend the first available residential 2-day certification assessment)
- Becoming an authorised signatory for ATA Carnets, International Import Certificates, Foreign & Commonwealth documents within 6 months
- Workshop attendance, on the job coaching and 1:1 tuition in: Incoterms; HMRC Tariff Classification and other relevant areas to provide underpinning knowledge for the role
- Attend relevant industry webinars to keep your professional development continuous
- Online certification and document platforms including e-Cert
- Undertake appropriate social media training