

# AIR EXPORT COORDINATOR

## EXPORT FREIGHT FORWARDER

*Sterling, VA 20166*

**Shapiro seeks an air export forwarder (can be entry-level) with the passion and skills to handle air export routings that require smart evaluation and decisive decision making.**

A passion, not a pit-stop.

Shapiro turned 101-years old but are not your grandfather's logistics company. Come work for one of the most respected global logistics firms in the country who boasts top compliance experts, creative import/export specialists, a dedicated pricing group, and a dynamic IT department who keeps us ahead of the curve. Do you love logistics? Are you both a creative thinker and analytical? Contact us!

### JOB DESCRIPTION

**Air Export Coordinators are** responsible for air export operations support, tracking cargo and eventually learning how to perform TSA-regulated air export bookings with our cutting edge software. Also: handling customer service with the highest of expectations, coordinating domestic freight logistics, developing customer relationships, and maintaining our reputation as a dynamic leader in international logistics and customs brokerage solutions.

Our Export Coordinators also interact with a variety of foreign agents, airlines and internal departments such as a Pricing and Global Supply Chain.

Duties include providing excellent customer service in an engaging environment, tracking and tracing export cargo, learning and improving knowledge of U.S. Customs & TSA regulations, vendor relations, internal communication, and monitoring industry developments in areas such as trucking, port operations, customers, and competitors.

Combine knowledge of export freight forwarding with agent relationships, carriers, domestic moves, and technology – with a passion to support and drive an exciting part of our business that continues to grow. And with an energy to fight for the customer.

### Typical duties include:

- Account communications.
- Freight / cargo logistics for air export forwarding.
- Responding to daily customer reports and requests.
- Learning TSA regulations.
- Maintaining a current knowledge of industry developments.
- Troubleshooting; department / team assistance.

- Basic administrative support as needed.
- Develops effective routings for export cargo. Initiate/confirm bookings.
- Track document distribution with agent.
- Learn market and rate changes. Keep current on international freight market. Familiarize and bond with carriers, contacts, and vendors.
- Must be strong in geography.
- Using math skills to determine dimensional weight; plus compare flight times & delivery services to comply with the required customers' lead-time.
- Learn and execute Hazmat regulations, documentation, & labeling; work with classification commodity for AES transmission.
- Obtain truck classes based on both commodity and density. Learn and execute Shapiro's quoting, booking, and trucking process.
- Proven educational interest or internship experience in international logistics.
- Excellent written and verbal communication skills.

## SKILLS

Ability to remain engaged and focused. Excellent written and verbal communication skills.  
Ability to generate creative solutions and/or problem-solve.

\*Project management skills to handle a variety of customers on your desk. Ability to utilize current tech tools to increase efficiency and innovate solutions

- Very strong computer/tech skills (Excel, Office, proprietary databases).
- Critical thinker.
- Must be resourceful, flexible, organized, detail-oriented, and team-oriented.
- Ability to effectively communicate with a variety of contacts, vendors, and departments required (internal and external customers).

## EDUCATION AND EXPERIENCE

- Seeking 0-1+ years of international export forwarding experience. Previous experience with exports a plus, but not required.
- Exposure to domestic, warehousing and distribution a plus.
- Educational background in Supply Chain Logistics or International Business.
- Excellent written and verbal communication skills required for quoting, vendor management, and customer interaction.
- Skills, abilities, and aptitude to be cross-trained, step in, and contribute.
- Proven ability to interact, from internships or part-time jobs, with all individuals within an organization and be able to communicate information to customers and vendors.
- The ability to work as an effective member of a team.
- Ability to handle various tasks simultaneously under high pressure and within demanding time constraints.
- Reliable. Punctual. Organized.
- Discipline to implement and follow Standard Operating Procedures.

FLSA status: Non-exempt/EOE

Starting salary: Depends on experience.

### ABOUT SHAPIRO

Samuel Shapiro & Company, Inc., a third generation family-owned business founded in 1915, provides creative and flexible logistics services. With six offices, over 135 employees, and worldwide strategic alliances, Shapiro is the supply chain partner that delivers customized, compliant, and reliable solutions to address its customer's specific import and export needs. Only Shapiro has an experienced and personable staff that truly cares and commits themselves to proactively achieving its customers' business goals.

### CONTACT US!

**Please send all resumes via email to:**

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