

808 Moorefield Park Drive, Suite 220

Richmond, VA 23236

804-447-6242

**Position Title:**  Ocean Export Agent

**Scope of Position:**  International Export Operations & Customer Service

**Major Duties and Responsibilities:**

* Customer service
* Communicating with our domestic customer and their international customers, as well as steamship-line carriers
* Complying with customer requirements and procedures
* Preparing and processing international documentation
* Analyzing and verifying documents received from customer and from carriers
* Complying with U.S. and foreign regulations
* Submitting export information to U.S. Customs as governed by law
* Advising account/customers of shipment information
* Updating shipment information via a transportation management platform system
* Tracking and tracing international cargo
* Invoicing customers for services provided
* Problem solving /Trouble shooting

**Experience and Education:**

* Undergraduate coursework preferred
* Computer skills (Microsoft Word, Microsoft Excel, Outlook)
* Prior work experience in a business environment
* Organizational skills well-suited to work on-site with a customer who runs a high-volume and detail-oriented business
* Professional verbal and written communication skills
* Logistic experiences with chemical products preferred but not required

**Hours:**

* Monday – Friday, 8:00am - 5:00pm