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# Example of Freight Forwarder Job Description

Our innovative and growing company is looking to fill the role of freight forwarder. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for freight forwarder

* Organizing the shipment of goods
* Negotiating terms with carriers, booking cargo space, and making payments
* Managing customs clearance procedures, transport documents, and insurance paperwork
* Tracking and communicating shipment status with clients in real-time
* Checking that shipments are delivered on time
* Resolving issues including discrepancies and delayed arrivals, customs release
* Project planning and execution, including on ground supervision
* Coordination of all modes of transport
* Customer service and upselling for exciting customers
* Operations handling from our Control Tower setup

## Qualifications for freight forwarder

* Experience in transportation/ logistics is highly appreciated
* Good organizing skills and detail orientation
* Minimum 2 years experience in exports (air or sea)
* Strong customer service skills via email and phone
* Able to make outbound calls to customers and speak with ocean carriers
* Must be able to pass typing tests (60 wpm and 7,500 kph)