



# Example of Export Agent Job Description

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Our growing company is looking for an export agent. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for export agent

- Take ownership and additional responsibility in solving day-to-day problems
- Build strong relations with Clients and constantly improve services by showing appropriate behavior and attitude
- Receive and resolve customers queries via all communication channels
- Complete pro-active and self-initiated face to face visits with customers for client maintenance, and resolution of specific issues
- Ask customers for additional, profitable cargo, either in response to Sales opportunities or own opportunities
- Execute new customer on boarding process to the standard required based on the specific activities outlined
- Handle specific shipment, transport plan and documentation exceptions within agreed timelines, including keeping the customer informed
- Ensure that detention is raised where relevant
- Actively promote e-commerce to customers serve as e-commerce focal
- Provide commercial input and execute completion of agreed waivers

## Qualifications for export agent

- Monitor shipment reports to ensure total customer satisfaction
- Proficiency in Windows, MS Outlook and MS Office, especially Excel and Word
- Experience in transportation is a plus, but not necessary
- High degree of knowledge on US import and export regulations
- Strong data mapping and analysis skills

