



Example of Freight Forwarder Job Description

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Our innovative and growing company is looking to fill the role of freight forwarder. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for freight forwarder

- Responsible for the End to End customer experience, handling the operation from a-z procurement and upselling on a daily basis
- Order processing management
- Customer order plausibility analysis
- Coordination / follow up of the shipment
- Customs processing
- Feedback to the customer (internal and external reporting of the shipments to the customer) by various means phone, EDI)
- Operational troubleshooting
- Non-conformance reporting in accordance with the KPI's
- Cooperation with approved subcontractors in accordance with agreed rates
- End-to-end processing

Qualifications for freight forwarder

- Must have experience with Windows based programs and advance Microsoft Excel skills a huge plus (pivot tables and v-lookup)
- Must be organized, patient, and reasonable
- Avsec level 4 (minimum) (D)
- Minimum of 3 years Export experience
- Customs knowledge
- Preferably at least 2 years' experience in logistic, supply chain, international trade or transport