



DAVIDSON & SONS CUSTOMS BROKERS LTD

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JOB POSTING

Company:

We are a family-owned and operated BC company, providing customs brokerage, freight, and consulting services since 1917. We help our clients navigate the rules and regulations of customs compliance, making their importing experience as seamless as possible. We also help our clients transport their goods, both for import and export. We serve a wide variety of industries, including Steel, Coffee, Apparel, Food, Film & Entertainment, Hardware and Manufacturing and Conventions & Tradeshow.

Position: **Senior Freight Coordinator**

Position Purpose:

This new position will be responsible for helping to coordinate our rapidly expanding freight services. We have a diversified portfolio of loyal clients to whom we are entrusted to provide customs brokerage services. We have provided freight services to these clients on a limited scale, which we are now expanding.

Duties & Responsibilities:

Receive enquiries from clients to move FCL & LCL Ocean, Air and Truck shipments worldwide.

- Leverage relationships with carriers to acquire favorable rates.
- Provide timely quotes to clients and successfully win business.
- Handle all aspects of booking freight, export/import paperwork, and coordination with customs brokers.
- Arrange shipment delivery/pick-up with transportation companies, track/trace shipments to final destinations.
- Verify accuracy of all freight documentation and booking information.
- Obtain, check, and prepare documentation to meet customers' insurance requirements while following compliance with other countries' regulations and fiscal regimes.
- Provide exceptional client service, building relationships with both clients and carriers.
- Handle all incoming communications with clients and other business partners in a timely and professional manner.
- Resolve any operational issues and customer complaints as they arise and implement measures to prevent their frequency and recurrence.
- Audit supplier's invoices and reconcile payments/remittances.
- Various other duties as may be required.

Education & Experience:

- Minimum 10 years' experience in Ocean and/or Air freight handling both import & export shipments.
- General knowledge of the freight forwarding and NVOCC environment.
- Ability to provide quality service for our customers by understanding their needs and requirements.
- Able to work independently as well as a part of a team with limited supervision.
- Strong communication skills, verbal and written.
- Strong time management; able to prioritize tasks.
- Ability to work well under pressure and meet multiple deadlines.
- Critical thinking and problem solving.
- Basic knowledge of Microsoft Office products, including Excel and Word.
- Must be physically located in Metro Vancouver, BC, Canada

Compensation:

- Negotiable