

## Import NVOCC Agent

**John S. Connor, Inc.** Coordinates the entire administrative import process, including quoting, pick-up, routing, contract rates, tracking, documentation, delivery, invoicing, and customer assistance.

### Responsibilities:

- Verify pieces, weights, and dimensions of freight, acceptability as containerized freight or OOG and handling instructions.
- Verify written authorization for freight movement from client.
- Arrange freight pick up from foreign origin through foreign agent.
- If letter of credit is involved must notify foreign agent to insure compliance with all terms and conditions.
- Note special import/client documentation requirements (i.e., Hazardous Cargo, Carnet, TIB, registrations, etc.).
- Route and book freight through foreign agent according to client instructions and following criteria:
  - optimum efficiency and speed
  - least amount of handling
  - maximize profit
- Provide Booking Details to client.
- Apply quoted rates, contract rates and negotiated bullet rates.
- Monitor timely receipt of documentation from foreign agent.
- Prepare Arrival Notice, Delivery Order, insurance policies, and other required documentation.
- Execute all freight releases from steamship lines or NVOCC in a timely manner.
- Monitor Customs release and any special examinations or requirements from government agencies that impact the release of freight.
- Arrange pick up and delivery of freight to final destination in a timely manner.
- Trace all shipments to destination.

- Complete and mail invoices and put files in order for filing.
- Provide customer assistance by providing rate quotes and technical advice.
- Review customer receivables prior to handling each shipment and secure permission to handle shipments from the manager for all new customers and any customers with outstanding balances over 30 days or over \$1000.
- Maintain detailed notes on each transaction in chronological order, using the notes file for each transaction on the computer.
- Prepare written documentation on any incidents that transpire and bring to the attention of the manager; to be used as historical record and added to the customer's master file.
- Monitor work performed by NVOCC Assistant and passed to entry staff members for their completion.

**Supervisory Responsibilities:** This job has no supervisory responsibilities.

**Education and/or Experience:** High School diploma required, Bachelor's Degree preferred. Must have years of experience in the transportation/logistics industry. A prior job involving the completing of specialized forms, tracking of a process, and customer handling is an important.

**Language Skills:** Ability to read and interpret documents (in English) such as contract rates, letter of instructions, import/customs documentation, and procedure guidelines. Ability to write/complete routine reports, forms, and correspondence.

**Mathematical Skills:** Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Understand measures and amounts of weights, dimensions, payment rates, time rates, and dollar rates.

**Reasoning Ability:** Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations; i.e., given clear documentation and contract rates, can determine most efficient way to move freight in a cost effective and timely manner.

**Certificates, Licenses, Registrations:**

Hazardous Materials Training

**Special Knowledge/Ability/Skills:** Use of computer, completing forms, word processing software, spreadsheet software and tracking software.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, talk or hear. The employee is occasionally required to stand; use hands to finger, handle, or feel; and reach with hands and arms. Employee is

Corporate Headquarters  
799 Cromwell Park Drive, Suite A  
Glen Burnie, MD 21061



Phone: 410-863-0211  
Fax: 410-863-1377  
[www.jsconnor.com](http://www.jsconnor.com)

required to sit at a computer, use a keyboard, use a telephone, and basic office equipment (i.e., fax machine, copier, and scanner).