



Client Services – Bookings Coordinator / Documentation Assistant

Hamburg Sud ranks among the major providers of global ocean transportation and employs more than 4000 employees worldwide. Our organisation in New Zealand has an excellent opportunity for a Client Services – Bookings Coordinator / Documentation Assistant position based in Dunedin.

Responsibilities are varied and involve the following key areas:

- Receive, record and follow through on bookings accurately and professionally, in order to achieve maximum utilisation of space and excellent customer liaison.
- Maintain contact with key exporters to canvass for bookings and generate bookings.
- Maximise business opportunities by acting on, or by encompassing information gleaned from customers to appropriate sales personnel.
- Handle all export customer enquiries including schedules and service details.
- Keep customers advised on schedules and other information factors that could affect their cargo and business.
- Ensure containers are provided to customers and received into the Terminal by agreed deadlines.
- Liaise with client on reefer and dry container bookings requiring Pre-carriage / Coastal feeding to connect with main liner services and provide necessary Load list files to Ports.
- Liaise with Logistics-Equipment regarding container requirements, in order to provide accurate forecasts of equipment requirements.
- Complete the Export Load List for the Ports/Terminals accurately and by the agreed deadlines.
- Prepare and dispatch all other reports accurately and within agreed deadlines for all cargo and vessels sailing New Zealand.
- Check and verify invoices for payment by Accounts for ordered jobs.
- To assist with any other function within the Sales and Customer Services Department as required.
- Assist Documentation Team to process exporters' bills of lading in a timely and accurate manner
- Issue bills of lading and collect freight and charges in accordance with established procedures
- Check preliminary manifest against bills of lading
- Prepare Manifest
- Complete manifest corrections as required as per correction procedure
- Return all export Bills of Lading within one working day of: receipt of payment, shipped on board, cargo receipt and receipt of the SLI

Essential Skills include:

- Knowledge of Customer Service procedures.
- Good time management skills.
- Client service/telephone skills.
- Attention to detail.
- Team working skills.
- Excellent communication skills.
- Tertiary education desirable – business/commercial background.
- Report writing ability.
- Sound knowledge of MS Windows systems.
- Working knowledge of the various rules and regulations relating to the marine carriage of cargo, and the terms and conditions of the bill of lading.

- Knowledge of marine claims procedures.
- Have a reasonable level of mathematical skill to be able to understand and calculate percentages and foreign exchange rates.
- Have an alpha numeric typing speed of at least 7500 kph or 45 wpm.

Interested applicants with full work rights in New Zealand please email resumes to HR@au.hamburgsud.com.

Only shortlisted applicants will be contacted.