

Person Specification – Export Documentation Officer

	Essential	Desirable
Educational qualifications	<p>Good standard of education.</p> <p>GCSE English & Maths</p>	<p>International trade related qualifications</p> <p>Institute of Export Certificate</p> <p>BCC Authorised Signatory</p>
Experience	<p>Past experience of working in a busy office environment where the ability to multi-task was essential.</p> <p>Previously worked to targets</p>	<p>Past experience of working in a similar role.</p> <p>Experience of handling Letters of Credit</p> <p>Experience of working in an import/export logistics role and a manufacturing export environment.</p> <p>Experience of handling electronic documentation.</p>
Communication Skills	<p>Ability to obtain, analyse and present information.</p> <p>High standard of spoken and written English, excellent telephone and face to face communication skills</p>	<p>Experience of working in a customer facing role</p>
Practical & intellectual skills	<p>Very high level of computer skills; use of MS PowerPoint, Word, Excel and Outlook, databases, CRM systems, website editing packages.</p> <p>Excellent organisational and time management skills</p> <p>Good attention to detail</p>	<p>ECDL or equivalent</p>
Disposition & attitude	<p>Positive attitude and appreciation of customer care.</p> <p>Hardworking and adaptable to the needs of the environment</p> <p>Must be able to plan own workload and work unsupervised.</p>	<p>Ability to motivate and inspire others.</p>

	<p>Self-motivated and able to solve problems.</p> <p>Ability to establish rapport with diverse client groups and partners</p> <p>Must be able to work as a member of a team</p> <p>High level of personal presentation</p> <p>Willing to undertake training</p> <p>Able to demonstrate a flexible approach to meeting deadlines</p>	
Special knowledge	<p>Knowledge of international trade</p> <p>Knowledge of export processes and procedures</p>	Export software packages
Physical or sensory	<p>Good eye for detail</p> <p>Must be car owner with a full driving licence</p> <p>Able to work outside of office hours as and when required</p>	