

### Job Description

Job title:	Customer Services Administrator
Job Family:	Customer Services
Location:	Teesside
Reports to:	Customer Services Supervisor

#### 1.0 Job Purpose

- 1.1 The effective & efficient running of the Customer Services Section.

#### 2.0 Main duties (include, but are not limited to):

- 2.1 Input of orders for various products on the terminal for receipts/despaches by sea and road.
- 2.2 Dealing with AAD documentation & W8 documentation for receipts and despaches
- 2.3 Agree ship figures internally and externally with surveyors.
- 2.4 Ensure Certificates of Analysis are received and COG's are sent to Weighbridge where required.
- 2.5 Duty Deferment account.
- 2.6 Ensure compliance with Group Procedure GSP7501
- 2.7 Month end procedures
- 2.8 Produce statistics for Seal Sands and Riverside
- 2.9 Complete fiscal month end for customers
- 2.10 Complete Jetty occupancy stats
- 2.11 Print and check HO20s
- 2.12 Print and check alcohol reports
- 2.13 Complete W5Ds for HMRC
- 2.14 Complete W1 forms for HMRC
- 2.15 Complete AAD despaches (progress file).
- 2.16 Issue swipe cards/indemnity forms.
- 2.17 To ensure the effectiveness of the Quality Assurance System, related procedures and systems.
- 2.18 To ensure the requirements of the Terminal's Safety Regulations, Environmental and Emergency Procedures are adhered to.

#### 3.0 Post Requirements

##### 3.1 Qualifications

- 3.1.1 Relevant vocational training.

##### 3.2 Experience

- 3.2.1 <1 year work experience
- 3.2.2 Jobholder is expected to be fully operational after 1 - 6 months of working

##### 3.3 Knowledge

- 3.3.1 Knowledge of professional standards

##### 3.4 Skill set

- 3.4.1 Good written and verbal communication skills
- 3.4.2 Competent IT user
- 3.4.3 Familiar with software packages

#### 4.0 Impact and Influence

- 4.1 **Autonomy and accountability:** Accountability is characterized by performing specialized work but where there are instructions and processes in place. Work is typically varied. Job holder is typically fairly autonomous within processes and guidelines.
- 4.2 **Communication and stakeholder management:** Interaction with others requires social skills and the ability to understand, explain and provide advice using facts and findings.

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- 4.3 **Complexity of work:** Work is routine and process-driven and there are instructions for how working tasks are carried out but with freedom in terms of rearranging them as long as objectives are met. Working tasks are typically performed and completed on a daily basis where some tasks extend for a week or more.

### 5.0 Personal Attributes

- 5.1 **Honesty and integrity.** We expect all of our employees to promote the highest standards of honesty and integrity. This includes conducting business with all internal and external stakeholders in an ethical, open and honest manner at all times.
- 5.2 **Teamwork.** We recognise that our goals can only be achieved through the collaborative efforts of our employees. Teamwork is a very important element of our corporate culture. We want to maintain an environment of mutual respect, trust and having fun at work.
- 5.3 **Pursuit of excellence.** We want all of our employees to have pride in their work and perform to the best of their abilities delivering safe and reliable operations, our goal being zero harm. We are committed to providing employees with the resources and support needed to excel in their current roles, while promoting longer term career development opportunities.
- 5.4 **Personal accountability.** We expect all of our employees to accept responsibility for their actions and the quality of their work. This includes a focus on risk awareness and upholding and reinforcing our core values. Internal politics, pointing blame at others or taking undue credit is discouraged.
- 5.5 **Entrepreneurial spirit.** We understand that we function in a dynamic and competitive business environment. To succeed, we must embrace free market principles and respond to the needs of our customers. It is important that we maintain an entrepreneurial culture, encourage decision making, move quickly and minimise bureaucracy.