

RITA Corporation - Export Assistant (entry level position)

Job Description

- Provide excellent customer service to our international agents and customers overseas
- Responsible for the handling of international (export) inquiries & orders that come in via fax, email or phone
- Review, analyze & confirm international customer orders according to pre-established guidelines
- Process customers' orders accurately & in a timely manner to meet customer delivery dates
- Responsible for order processing from receipt of order, through delivery of goods & final invoicing to customer (and all functions of customer service associated with this process)
- Communicate with freight forwarders to prepare quotes on an FCA, DAP, CIP or CIF basis
 - Keep quotes filed in an organized fashion
 - Follow up on said quotes on a weekly basis
- Maintain constant communication with customers overseas
- Schedule shipments by obtaining inland B/L's and passing them on to appropriate warehouses
- Produce a complete set of export documents for each shipment, customizing these to meet individual customer/country requirements (commercial invoices, packing lists, etc.)
 - Maintain filing for hard copies
- Create and maintain open order report on a daily basis
- Other duties as assigned

Requirements

- High school diploma or GED
- Must demonstrate strong skills in MS Office including MS Excel
- Must be able to work independently
- Must have strong analytical and problem solving skills
- Must be able to handle a fast paced work environment
- Must be able to multi-task accurately with a real eye for detail