

JOB DESCRIPTION

Thames Valley Chamber of Commerce and Industry

JOB DESCRIPTION

Job Title:	Certification Officer
Department:	International Trade Services
Responsible to:	Head of International Trade & Compliance
Accountable to:	Chief Executive
Responsible for:	
Liases with:	International Trade Team, Heathrow, Egham, Banbury Finance Department Membership Sales Executives Arab-British Chamber of Commerce Egyptian-British Chamber of Commerce Birmingham Chamber of Commerce Consular Agents Other Agencies as appropriate

Job Summary:

Responsible for the quality delivery of international trade services portfolio to members & client.
Responsible for the provision of quality services to customers requiring assistance with export and import documentation, undertaking accounting procedures, in accordance with the rules set out by the Governing Bodies in the Banbury office. Responsible for ensuring a high level of customer care is maintained.

Principle Objectives:

1. To certify EC Certificates of Origin and related export documents.
2. To process Arab-British Certificates of Origin and related documents
3. To authenticate Trade Preference Documents including ATRS & EUR1s
4. To organise and co-ordinate the formal undertaking process for the Banbury.
5. To provide additional International Trade services as appropriate.
6. To answer enquiries received by telephone, email & face to face in a professional manner.
7. To complete statistical and data records
8. To maintain high level of customer care.

Principal Responsibilities:

1. To take responsibility for the supply and authentication of EC Certificates of Origin and related documents, in accordance with the Certification Procedures rules, including electronic certificates.
2. To receive, check and pass documents to the Arab-British Chamber documents
3. To take responsibility for authenticating Trade Preference documents in accordance with HM Revenue & Customs guidelines
4. To organise and co-ordinate the formal undertaking process for the Banbury clients.
5. To ensure the documentation statistics return is completed on and forwarded to the Head International Trade & Compliance to agreed deadlines
6. To use knowledge gained to answer customers queries or signpost to appropriate agency.
7. To keep abreast to developments in the field of International Trade and pass on these developments to customers where appropriate.
8. To maintain relationships with the Arab-British Chamber, Egyptian Chamber, London Chamber, the Consular Agents, members & other ITS clients.
9. To assist the Office Manager & Head of International Trade & Compliance with other duties as required
10. To complete accounting & data procedures as required
11. To maintain a high standard of customer care at all times
12. To professionally represent the organisation as required
13. Undertake any other duties as required

Personal Accountability:

1. To be a team player and to support colleagues in the achievement of team objectives
2. To portray a professional visual, written and verbal image at all times
3. To undertake training as required
4. To pro-actively develop knowledge of the Chamber and it's product portfolio:

Person Specification:

1. Confident, friendly persona
2. Excellent interpersonal skills
3. Attention to detail
4. Able to make decisions
5. Able to meet deadlines and achieve target outcomes
6. Able to multi task
7. Keep calm under pressure
8. Ability to plan & organise
9. Positive team player
10. Flexible