

Thames Valley Chamber of Commerce Group aspires to be the leading voice of business in the region, representing micro through to multinational organisations, driving better economic conditions and new opportunities for members and the wider community.

Due to expansion within the International Trade team, we are looking to recruit an International Trade Officer for Egham office.

JOB DESCRIPTION

Job Title: International Trade Officer
Department: International Trade Services
Responsible to: Head of International Trade & Compliance

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. 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.
4. To supply and authenticate International Import certificates.
5. Provision of documentation cover for other international trade offices location as required.
6. To provide additional International Trade services as appropriate.
7. To answer enquiries received by telephone, email & face to face in a professional manner.
8. To complete financial, statistical and data records to the required standards & deadlines.
9. To maintain high level of customer care.

Principal Responsibilities:

- 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.
- To receive, check and pass documents to the Arab-British Chamber documents.
- To take responsibility for authenticating Trade Preference documents in accordance with HM Revenue & Customs guidelines.
- To check the formal undertaking and signatory lists as appropriate.

- To take responsibility for the supply and authentication of International Import Certificates in accordance with BIS guidelines.
- To use knowledge gained to answer customers queries or signpost to appropriate agency.
- To keep abreast to developments in the field of International Trade and pass on these developments to customers where appropriate.
- To maintain relationships with the Arab-British Chamber, Egyptian Chamber, London Chamber, the Consular Agents, members & other ITS clients.
- To assist the Office Managers & Head of International Trade & Compliance with other duties as required.
- To complete accounting, statistical & data procedures to the required standards & deadlines.
- To maintain a high standard of customer care at all times.
- To professionally represent the organisation as required.
- 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 its 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