

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.

A vacancy has arisen within our expanding International Trade team, for International Trade Officer based in our Headquarters in Slough.

JOB DESCRIPTION

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

Job Summary:

Responsible for the quality delivery of international trade services portfolio to members & client. The execution of the export & import documentation service in accordance with the rules set out by the Governing Bodies. Responsibility for the delivery, co-ordination of the international trade product offering and liaison with service providers and other UK and Overseas Chambers of Commerce.

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. Provide advice & guidance to members & clients with regards to import & export documentation
6. To maintain the Formal Undertaking records
7. To deliver, co-ordinate the of the International Trade product portfolio
8. To liaise with Service Providers and other UK and Overseas Chambers of Commerce
9. To answer enquiries received by telephone, email & face to face in a professional manner.
10. To complete financial, statistical and data records as required.
11. 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 applications.
2. To receive, check and validate documents for the Arab-British Chamber documents.

3. To take responsibility for authenticating Trade Preference documents in accordance with HMRC guidelines.
4. To take responsibility for the supply and authentication of International Import Certificates in accordance with DIT guidelines.
5. Provide guidance & advice to clients with regards to import & export documentation.
6. Maintain the formal undertaking taking process for the Slough Office clients.
7. To use knowledge gained to answer customers queries or signpost to appropriate agency.
8. To keep abreast of developments in the field of International Trade and pass on these developments to customers where appropriate
9. To complete accounting procedures, statistical returns and data records as required.
10. To maintain a high standard of customer care at all times
11. To assist the Head of International Trade & Compliance with other duties as required
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 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 solve problems
6. Able to meet deadlines and achieve target outcomes
7. Able to multi task
8. Keep calm under pressure
9. Ability to plan & organise
10. Positive team player
11. Flexible