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Logistics Coordinator (JAFZA Documentation): Dubai | NOV Dubai

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Company: SOAR Transportation Group

Location: dubai

Category: other-general

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NOV delivers technology-driven solutions to empower the global energy industry. For more than 150 years, NOV has pioneered innovations that enable its customers to safely produce abundant energy while minimizing environmental impact. The energy industry depends on NOV's deep expertise and technology to continually improve oilfield operations and assist in efforts to advance the energy transition towards a more sustainable future. NOV powers the industry that powers the world

Logistics coordinator who can handle quality and efficiently, customer service as a priority within the team, and facilitate the shipping documentation while handling customer queries. Applying logistics knowledge, he will facilitate the receiving and shipping of supplies, inventory materials, and products. He has a strong reliance on monitoring and coordinating customer orders, providing support, and offering quick resolutions to customer queries.

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Responsibilities

Movement of goods, imports, exports, local / domestic shipments,

Liase with customer freight agents for quires, customs shipping documentation and collection of shipment,

Ensure to obtain all customs documents which should comply with NOV compliance and policies,

Ensure valuable support to customer service representatives orders and quires on the

materials to be shipped,

Timely responses to customer and customer agent's queries and guidelines for collection, shipping and deliveries,

Coordinating with warehouse and shipping team on the order to prioritize according to the customer needs and requirements,

Liaise with freight agents for quotes, queries, customs documentation and movements of shipping if it is Ex-works and DDP terms,

Assist in preparing of QC and compliance on customs audits/inspections on and when required,

Preparing accurate shipping documentation following all the rules and regulations accordingly and a thorough knowhow on commodity codes, and customs procedure codes are used.

Maintain relationships and work closely with customer and customer freight forwarders per NOV guidelines,

Communicates with department supervisors, upper management, sales and operations departments,

Maintain NOV guidelines on safety, quality, and delivery,

Clean work areas as necessary to maintain cleanliness, health, and safety standards,

Process shipping orders through JDEdwards, Export Compliance and other systems,

All other reasonable tasks assigned with the goal of helping the team, operations, or the facility overall,

Fulfill tasks as described by Supervisor.

Skills/Competencies & Experience Required

Strong knowledge in logistics related documentation,

Thorough knowledge in preparing BOE.

Preparing knowledge in import and export documentation.

Knowledge in WMS and shipping ERP software preferred.

Address demand related issues in timely and effective manner.

Perform other work-related tasks as assigned.

Comply with all NOV company and HSE policies and procedures.

Coordinating with warehouse and shipping team on the order to prioritize according to the customer needs and requirements,

Ensure valuable support to customer service representatives orders and queries on the materials to be shipped.

Customer Service Excellence.

Technical education, product knowledge or experience preferable.

Experience of working in warehouse.

Experience in customer service or logistics management.

Hands on experience in Custom clearance & dispute resolution.

Knowledge in HS code classification.

Maintain relationships and work closely with freight forwarders per company guidelines.

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