



JOB DESCRIPTION

Job title: International Operations Manager
Department: FSI International Ops
Location: Morrisville, NC
Reports to: Vice President – the Americas

Skills, experience and education required:

- Experience in International Logistics (Imports and Exports) is required.
- Experience in US Import Compliance Support is preferred.
- Ability to achieve results through planning, prioritization and innovation
- Excellent communication and presentation skills coupled with the drive and desire to offer market leading, innovative international freight forwarding support solutions to customers.
- Possess the ability to diagnose and solve problems by encouraging a culture of teamwork.
- Experience in LEAN concepts is preferred.
- Must possess inherent customer service skills that have been demonstrated by key account retention and new account conversion.
- Negotiation skills and ability to instigate and develop both professional profitable relationships with customers and suppliers
- Leadership skills that inspire team members to be stretch and reach their full potential while improving company performance and customer savings.
- Proven record of setting and managing budget targets and KPI's.
- Education/Certification in Logistics or Freight Forwarding is preferred
- Proven ability to build existing and new customer relationships demonstrating commercial aptitude while possessing the ability coordinate bookings at the desk level if required.
- Experience with CTPAT certification is preferred

Overall purpose of job:

- Management of international freight forwarding service offer
- Lead profit improvement initiatives while delivering customer savings.
- Establish and set the standard for international freight forwarding customer service.
- Negotiate with transport service providers to provide the best transit with the least cost solution provider available.
- Continually analyze freight forwarding activity coordinated by the International team to identify areas for improvement, determine optimal method of implementation in order to demonstrate the company's dynamic service offering.





Main Duties:

As per the generic job description, with the following specific duties:

- Optimize the International Operations to ensure savings to the customer are meet or exceed the financial goals of FSI
- Be responsible for all budgetary targets, within area of responsibility
- Manage FSI's program for international logistics management delivery by evaluating and selecting suitable route, method of transport and sourcing for all international operations.
- Negotiate/agree pricing and service levels with service providers, when requested or required.
- Develop staff to ensure each task in the current system workflow process is completed in the target times allotted.
- Enforce all customer service goals and objectives.
- Perform research and analytical studies to support FSI and their goals, measures and expectations.
- Take precautions to protect FSI against any potential loss.
- Analyze international operational and management reports/records.
- Ensure international compliance to US and foreign customs requirements.
- Supervise staff to ensure, when required or requested, timely and accurate information is provided to customer (internal and external).
- Responsible to ensure the Roxboro International Staff work within defined parameters to meet required targets.
- Apply global and international knowledge, which will provide best practices to transport management.

Quality:

- Identify issues with current operating practice, and suggesting ways to improve operating performance.
- Develop new processes and practices to advocate a culture of continuous improvement.

Training and Development:

- Actively seek opportunities for internal and external training and development of self and International Operational staff.
- Appraises and actively manages employees, agrees and implements “SMART” objectives and development plans.

Health and Safety:

- Ensure no activity is undertaken which could cause a danger to others.
- Identify potential risks and advice these to the Business Improvement Manager in order to eliminate the potential danger
- Adheres to and promotes the Company's practices and policies, contributes to creating a secure, safe and healthy environment





Environmental

- To ensure that company resources (e.g. paper, energy) are conserved and re-cycled where appropriate.
- Where possible, highlight new methods of conserving the company's resources.

This job description will be subject to review in light of changing circumstances and is not intended to be rigid or inflexible.

This job description provides guidelines within which each employee works.

Other duties within the skills and capabilities of an individual may be assigned from time to time.

Job Holder's Signature:.....

Date:

