



## Export Administrator

January  
2022

<b>Job Title:</b>	<b>Export Administrator</b>
<b>Reporting to:</b>	<b>Commercial Manager</b>
<b>Responsible for:</b>	<b>No direct reports</b>
<b>Location:</b>	<b>Scarborough</b>
<b>Full time or part time:</b>	<b>Part-time, 26 hours per week, Monday – Friday</b>
<b>Salary:</b>	<b>£23-25k.</b>

**PBS International exists to help plant breeders and seed producers develop new plant varieties to make agriculture more sustainable, resilient, and productive.**

**We are a close knit and energetic team with an international outlook and a passion for plants and science, manufacturing and exporting products to over 35 countries worldwide. This role will play a significant part in helping PBS achieve their future growth plans.**

### Job Purpose

This role is a critical position to ensure the smooth running of our export function within the company. This person will occupy a lynchpin role predominately managing our export administration, to ensure customers receive quotes and their goods on time, including all relevant export documents, as well as making sure customer invoices are sent and payments are received on time.

### Principal Duties and Responsibilities:

- ✓ Arrange shipments: obtain quotes, process invoices and shipping paperwork, liaise with customers and distributors worldwide once manufacture and packing complete
- ✓ Keep up to date with specific country requirements for export and ensure all export documentation is fully compliant
- ✓ Build rapport and relationships with shipping companies and distributors
- Respond to incoming sales enquiries as and when required
- ✓ Process orders into production via ERP system, ensuring all details for manufacture are complete and accurate
- ✓ Ensure customer (CRM) records are kept up to date
- ✓ Handle routine communications with distributors regarding enquiries/orders/ outstanding payments/ consignment stock sales
- ✓ Follow up on all orders dispatched with request for feedback. Record responses received
- ✓ Liaise with customers regarding outstanding payments
- ✓ Ensuring credit limits for Distributors & any other customers are documented, monitored and managed within agreed credit terms
- ✓ Reconciliation for expenses
- ✓ Creating regular reports for the management team



## Relevant Qualifications, Experience and Technical Knowledge:

- Relevant experience for 2 years.
- Experience of using CRM/ERP systems
- Knowledge of export procedures/international shipping requirements is desirable
- Highly numerate
- Computer literate
- Good communication skills – written and spoken.

## Ways of Working:

- Able to communicate and liaise with customers and colleagues effectively, using appropriate methods, to facilitate development of profitable business
- Able to effectively prioritise workload and manage the expectations of others
- Able to work effectively with colleagues
- Strong personal integrity – liked and trusted by both customers and the team to get things done
- Able to work well within a team and able to respond to queries positively
- Excellent attention to detail
- Able to stay focused and keep positive
- Strong sense of drive and personal responsibility

## Key Performance Indicators:

- Maintaining accuracy of worked completed
- Timely completion of work, responsiveness to internal and customer needs
- Promoting continuous improvement throughout the order/production process
- Effectively deal with internal & external customer requests or complaints
- Attendance and punctuality
- Adherence to safe working practices and environmental obligations

## Decision Making Authority:

- Stop jobs where quality or health and safety may be compromised
- Stop jobs where finance issues (e.g. unpaid invoices) demand, pending resolution of issues or escalation to others for resolution if required

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If you think you would be a good candidate, please send your CV and a letter explaining why you'd be a good fit, to [enquiries@pbsinternational.com](mailto:enquiries@pbsinternational.com)

**+44 (0)1723 587 231**

[sales@pbsinternational.com](mailto:sales@pbsinternational.com)

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