

<b>Posting Title:</b>	Trade Services Assistant
<b>Department:</b>	Trade Documentation
<b>Duty Station:</b>	London
<b>Application period:</b>	11 January 2023 - 31 January 2023

## Overview

We are a company based in Mayfair our work aims to enhance trade relations between the UK and other parts of the World. Our services include certification and Legalisation of export documents, customized business information and research, business advice, fast-track visa service, translation, language courses, cultural training, and international trade training course, and a range of trade events across the year.

## Personal specifications

We are currently looking for a Trade Services Assistant to work in the Trade Department on a full-time basis. Ideally, candidates applying should be fluent in English, and have good IT skills. Experience working in export documentation is desirable, however this position benefits from full accredited documentation training. In return we will be offering a salary of £25,000 - £26,000 per annum, pending on experience. Also, a contribution towards pension, private medical insurance and life and income protection insurance.

## The Role

The Trade Services Assistant will ensure the accurate processing and certification of trade documentation for customers and members in export documentation service in accordance with the rules set out by the Governing Bodies. The Trade Services Assistant will deal effectively with enquiries and provide high quality practical advice, support and guidance to clients and members regarding their export documentation procedures

## Main responsibilities

- To process and certify effectively and accurately export documents in line with international regulations/standards
- Maintain up-to-date records of document transactions.
- To ensure correct and accurate records are kept
- To be an active participant in the continuous improvement of the department's daily functions and procedures
- To further develop relationships with stakeholders to ensure services required are met.
- Liaise with internal departments, customers, trade bodies, and accredited bodies
- To formulate and administer a series of International Trade training courses
- Assisting in the development and management of events when required
- Take and relay accurate and timely messages from telephone callers and answer queries where possible.
- Gather statistics and other research material from relevant sources.
- Record and update daily statistics
- Manage special projects as and when requested.

## Experience & Skills

- Ability to learn quickly, make an immediate impact and provide value added services to our clients and members
- Excellent planning, organisational and administrative skills
- Strong communication and interpersonal skills, displaying the ability to connect and build relationships with internal teams, clients, and other stakeholders
- Well-developed IT skills. (e.g. Microsoft packages - word, excel, CRM)
- Self-Starter but also able to work as part of a team
- Excellent customer service and relationship building
- Problem solving / Solutions Oriented
- Work to a high standard of accuracy and attention to detail
- Ability to work under pressure

Please send your CV to [rita@abcc.org.uk](mailto:rita@abcc.org.uk) to submit your application.

*Thank you for your interest in this opportunity, due to the volume of applications we can only respond to suitable candidates.*