Ocean Export Agent

Do you possess a strong passion for freight forwarding and the ability to enhance the quality of our deliveries to meet our customers' expectations? Our Chicago general cargo team is growing, and we are looking for a skilled and talented Freight Forwarding Agent. As a Freight Forwarding Agent, you will handle customer requirements from beginning to end of the shipment handling process and will work in close cooperation and coordination with customers. We are looking for a team player who works well with others. The Ocean Export agent will be responsible for ensuring the timely and efficient exportation of goods by ocean, including providing rates to the customers, submitting documents, filling export Customs (AES), FMC, ICS2 and arranging deliveries to the final destination.

Key responsibilities and tasks

- Manage daily contact with customers and suppliers, processing inquiries, follow-up, and settlement.
- Gather shipment details efficiently, including weight, dimensions, origin, destination.
- Provide prompt responses to client requests and maintain regular customer follow-ups.
- Research the market and provide best and most competitive shipping cost to customers and overseas offices.
- Book shipments with ocean carriers and co-loaders.
- Arrange pickups with truckers and make sure they are picked up in a timely matter to avoid additional costs.
- Complete all costing and rating for billing purposes.
- Arrange payment to ocean carriers if required.
- Create trust with the customers, business connections, and colleagues and stay informed on competitors and market news.
- Demonstrate a focus on solutions and attention to details.
- Track and monitor shipments, providing updates to customers on the status of their shipments.

Qualifications

- 4+ years freight forwarding experience in ocean export
- Understanding of International/Domestic shipping and transportation
- Knowledge of Dangerous goods regulations
- Ability to maintain a high level of communication and transparency on customer activities.
- Ability to take team members’ suggestions to improve departmental procedures.
- Growth mindset and strong problem-solving skills.
- Strong customer focus with the ability to effectively communicate with customers and meet their needs.
- Capable of adjusting your communication style to respectfully communicate with different types of personalities – towards customers, business connections, our overseas offices, and colleagues.
- Strong understanding of incoterms

An exciting opportunity

We offer you an exciting opportunity to work in a team of motivated and qualified specialists, in a company with a high focus on employees and a unique culture.

What we offer

100% employer paid medical, dental, and vision coverage for employees. Additional benefits include a robust 401K, generous paid time off and values-driven, international culture.

Ready to take the next step in your career? Apply now.

As we review applications, we plan to invite qualified candidates for interviews while the posting may still be active.
So if the position has piqued your interest, we recommend that you don't hesitate to send in your application.
For this role, visa sponsorship is not available. Applicants must have work authorization in the United States.

What we do – Together we create solutions

Blue Water Shipping is a global provider of all logistic services in modern supply chain management. Founded in Denmark in 1972, Blue Water is a global organization of professionals, skilled to offer complete and tailor-made solutions to any shipping requirement anywhere in the world. We offer clients the best service and highest quality in the industry.
The company is represented with more than 70 offices in 30 countries worldwide, combining strong global network with local expertise. Every day our 2500 employees and 6 distinct business units present a broad range of offers from standardized services delivered with optimal user and customer focus, to tailor made projects with co-created solutions for unique customer needs.