Air Import/Export Freight Forwarding Agent

Position summary

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 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 Air import/export agent will be responsible for ensuring the timely and efficient importation of goods by air.

Key responsibilities and tasks: Imports

- Manage daily contact with customers and suppliers, processing inquiries, follow-up, and settlement.
- Gather shipment details efficiently, including weight, dimensions, origin, destination, and cargo type.
- Provide prompt responses to client requests and maintain regular customer follow-ups.
- Create trust with the customers, business connections, and colleagues and stay informed on competitors and market news.
- Ensure proper preparation and on-time delivery.
- Demonstrate a focus on solutions and attention to detail.
- Track and monitor shipments, providing updates to customers on the status of their shipments
- Check status with airlines GHA
- Arrange payment of ISC
- Coordinate with brokers to ensure timely filing of US customs clearance
- Book shipments with truckers and make sure they are picked up in a timely matter to avoid storage cost.
- Complete all costing and rating for billing purposes
- Provide lane rates and spot quotes

Key responsibilities and tasks: Exports

- Coordinate and process international air export shipments from booking to delivery.
- Prepare and review shipping documentation (e.g., AWBs, invoices, packing lists, export declarations).
- Arrange cargo pickup, warehouse coordination, and airline bookings.
- Communicate with customers, overseas agents, carriers, and customs brokers.
- Ensure compliance with all applicable export regulations (e.g., TSA, IATA, AES filing).
- Track and monitor shipments, proactively address delays or issues.
- Maintain accurate records and update shipment status in internal systems.
- Assist in negotiating rates with airlines and carriers.
- Provide exceptional customer service and maintain strong client relationships.
- Collaborate with internal departments such as sales, customs, and billing.

Qualifications and competencies

- 3+ years freight forwarding experience in import.
- 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, and colleagues.
•Strong understanding of incoterms
•Professionalism when communicating verbally and in writing with customers, colleagues, and vendors alike.

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 is a global provider of all logistics services in modern supply chain management. The company was founded in 1972 in Denmark, and today, Blue Water has over 2,700 employees at 80 offices worldwide. Every Blue Water office combines a strong global network with local expertise, and the company operates in various dedicated business segments.