



Specialists  
in Worldwide  
Logistics

**JOB TITLE:** SENIOR LOGISTICS AGENT  
(Multimodal Import & Export Operator)

**SALARY:** Negotiable

**LOCATION:** Heathrow

**HOURS:** 8.45am to 5.30pm Monday to Friday  
(plus out of hours/weekend as required)

**JOB BRIEF:** The role is extremely varied, and you will become a key member of an operations team, actively involved in managing imports and export shipments from start to finish. You will be responsible for arranging worldwide solutions by the appropriate method to suit the client's requirement i.e. air, road, sea and courier. You will be hands on with every aspect of the forwarding process, ensuring the customer receives the highest level of service, and receive their goods safely and on-time.

## SKILLS & EXPERIENCE

- Minimum 3 years' experience in a start to finish role in either imports or exports.
- Customs entry experience (imports, exports or ideally both) with a great understanding of Customs procedures and the Customs Tariff.
- Experience in time-sensitive cargo including pharmaceuticals and aviation is advantageous.
- Customer service - excellent telephone manner and communication skills.
- Computer literate with Microsoft Word/Excel/Outlook.
- Highly organised with a systematic approach and detail orientated
- Knowledge and awareness of dangerous goods.
- In house systems - use of BoxTop or ASM Sequoia would be advantageous.

# JOB ROLE: TASKS & RESPONSIBILITIES

Working to strict deadlines to co-ordinate Worldwide multimodal imports & exports with end to end responsibility (including collections, transport bookings, liaising with overseas agents/ customers

Strong ability to handle multiple shipments simultaneously and communicating efficiently to the highest level via e-mail and telephone.

Airline booking and processing relevant import/export documentation including AWB's, CMR's and BOL's.

Submitting Import & Export Customs entries using ASM Sequoia.

Liaising effectively and building close relationships with our supply chain including shippers, importers, agents and clients to always deliver excellent customer service.

Quotations, pricing and invoicing clients.

## ABOUT HWFS

A fantastic opportunity has arisen to work at HWFS, a successful and well-established freight forwarder, currently going through significant growth.

In March 2022, we moved to our larger warehouse in North Feltham Trading Estate which underwent extensive refurbishment to make it a modern, engaging property with an impressive break-out room. We are proud to say we only recruit the very best people to ensure we maintain a close knit and passionate team. HWFS offers genuine support from a dynamic group of hard working individuals with regular 3 month appraisals to support every member so they can achieve their potential.

HWFS specialises in time-sensitive cargo, predominantly in the aviation industry, where the highest levels of customer service are always required on a 24/7 basis. We always strive to go above and beyond in any given opportunity to show our clients that we appreciate their business and care about every shipment we organise. This ties in with our company's mission statement: **to earn the lifetime loyalty of our customers by delivering excellence in personal, reliable and efficient worldwide logistics.**

## JOIN THE TEAM

If you feel you fit in with our company values and would like to be an important member of the HWFS team please [send your CV](#) to us today!



RELIABILITY



CUSTOMER  
CENTERED



PASSION



TEAMWORK



ADAPTABILITY