



**BUREAU
VERITAS**

JOB DESCRIPTION FORM

Job Title : **Trade Coordination Executive**

Entity : Bureau Veritas Industrial Services (India) Pvt Ltd. (BVIS)

Business Line : Government Services Global Service Line (GS GSL)

Location : Mumbai

Reports to (job) : Team Leader

➤ Purpose of Position

- The job incumbent is responsible for attending customer calls, handling customer emails and **co-ordination with exporters & internal teams with respect to final documents and information** as per the different **contractual** requirements.
- The incumbent shall work as per the required time zone to support the front Offices.
- He / She performs the job within the framework of the BV Quality Assurance System, BV HSE Requirements, the Code of Ethics and the BV Group policy.

➤ Responsibilities & Accountabilities

- Attending phone calls and reverting to emails received from Exporters and making outbound calls wherever required.
 - **Forwarding/assigning the file and customer instructions for further processing to the concerned teams whilst uploading the final documents in the system as per process requirements.**
 - **Co-ordinating with the exporters and the respective Liaison Office to get the discrepancies or queries resolved found in the final documents and update the necessary information to the concerned team for further processing.**
 - Sending job assignment (JA), final document requests & reminders to the exporters in timely manner.
 - Sending weekly / monthly reports to the key customers wherever required.
 - Communicating with Exporters for any claims/complaints (if applicable) related to Price Verification/HS Classification in coordination with concerned teams.
 - Ensure performance of the scope of work in accordance with the requirements of each program mandate and/or as per any process requirements assigned to him/her whenever required.
 - Identifying the difficulties to achieve the required TAT and quality scores to the Team Leader or preceding team.
- Suggest process improvements and be proactive in getting cross trained on multiple contracts as per business requirements.

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JD Approved by : Abhay Wani

Business Line: GS GSL

JD Approval Date : 12/11/2019

Prepared by: Sujita Deorukhkar

Reference: JD Proj.

Ref. Code/Rev REC/JDF/NOV2019/R5

- Ensure good rapport, co-operation and co-ordination with other team members or across BV offices is maintained.
- Perform any other operational duties as and when required by the organization, extend support to other colleagues/teams and **shall be flexible on occasions when required.**

➤ **Roles & Responsibilities for HSE**

- Must comply with the BV Cardinal Safety Rules in all situations.
 - To comply with company HSE requirements e.g. policies, Procedures, guidelines etc. and local legal requirements on HSE as applicable
 - To take care of own health and safety as well as colleagues and others.
 - Immediate reporting of any shortcomings on HSE i.e. any incident, unsafe work practices / conditions to his/her immediate Line Managers.
 - Sharing opportunities for improvement on HSE aspects.
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➤ **Criteria for Performance Evaluation (KPIs)**

- Effective communication
 - Customer Relationship Management
 - **Turn Around Time**
 - Productivity
 - Quality of work - Accuracy
 - Internal and external customer feedback
 - Planning and organisation of work
 - Respecting time lines
 - Share information, best practises, knowledge management
 - Number of complaints.
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➤ **Qualification and Experience**

- Any Graduate from a recognized University with minimum 1 year of relevant experience.
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➤ **Knowledge and Skills**

- Excellent communication skills (oral/written)
- Good decision making skills
- Excellent interpersonal skills; Good team player
- Should be customer centric
- Good analytical and logical thinking
- Self starter

The Job Description is subject to change from time to time, as per the requirements of the Company and the competencies / qualifications you may acquire in future.

Employee Name: _____ Employee Signature: _____

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