



Job Description

Job Title: Trade Lane Agent
Location: Norfolk, VA
Reports to: VP - Transportation

RESPONSIBILITIES

- The TLA will ensure timely communications regarding rates and sales leads with the contact person in the overseas partner office in a certain geographic area. Contact management includes the encouragement of sales sent by the agent, contact to CVI sales personnel to get sales lead for the agent, follow up on rate requests sent by the agent and follow up on rate requests sent to the agent (status).
- The TLA will be responsible for coordinating the rate filing process.
 - Upon receipt of booking to the booking agent the TLA will ensure the rate is filed, or file a rate if either expired or new
 - The filing needs to be executed before the sailing of the vessel and with the ETM filing form (enclosed), the filing is done by e-mail to the address written on the form
 - Upon receipt of the on board confirmation from the carrier, the TLA will verify the accuracy of the rate and release same to the booking agent for further processing
 - Any dispute regarding the rate will be settled with the carrier.
- Rate Management - Includes updating a rate matrix prepared by the NVO department with the individual changes as issued by the carriers. Also includes timely notification of involved parties to avoid any rate discrepancy for ongoing shipments.
- The TLA will coordinate communications related to agent to agent shipments as well as third country transactions to update in a timely fashion a foreign agent, or US based entity about the development of a shipment. The shipment may move to or from the United States, or move entirely between foreign countries. Responsibilities include communication, but no documentation preparation.
- Other duties as assigned.

REQUIREMENTS

- 12 – 18 months experience with a carrier or NVOCC.
- Excellent written & oral communication skills.
- Spanish language skills are strongly desired.