



JOB DESCRIPTION

Logistics/Product Control Associate

Job Summary

Coordinate shipping, receiving and inventory control. Handle and support legal trade related procedures with customers and suppliers. Provide customer service to sales offices, and sales reps, and customers as it relates to product shipping, receiving, and availability. Enter and maintain accurate data encompassing all product control information necessary to service internal and external customers. Process resultant reports to keep branches and corporate informed of such information. Possess good planning and organizational skills and the ability to meet deadlines.

Principal duties and tasks

- Provide customer service by acting as intermediary between sales offices and their customers as it relates to shipping, receiving, and availability of products, trial units, demo units, or product literature
- Handle and support legal related activities and inquiries with customers and suppliers, like virtual operations, product classification, and sectors registration for customs.
- Handle the daily shipping and inventory control tasks working with the company's shipping sub-contractor
- Release orders to warehouse and confirm shipments upon request from sales reps or customers
- Make sure invoices for customers are released accurately and on time
- Approve and release orders from backorder list, based on current and future availability of products
- Place product purchase orders every week to meet the projected needs of sales and to maintain warehouse stock
- Analyze inventory to determine minimum quantity to keep warehouse stocked on optimal level
- Confirm purchase detail list and air shipping dates provided by the parent company and accordingly enter thorough and accurate information in the database
- Receive, manage inspection, and handle returned products in order to properly record in the system. If any discrepancies are identified, investigate and resolve such issues.
- Generate TURRs (Troublesome Unidentified Return Reports) based on unidentified, damaged or divergent returned products
- Process trial units' replacements properly and keep track of each unit in use
- Travel to warehouse, as needed, to manage and assist the sub-contractor
- Proactively identify areas to improve PCD operation efficiency and initiate projects to achieve such improvements
- Understand and observe company / department policies and procedures
- Other duties or projects, as assigned

Qualifications

- Knowledge of principles and methods for moving goods by air, sea, or ground, including the relative costs and benefits

- Knowledge of legal terms, practices and research material for trade operations (import/export).
- Ability to organize and prioritize tasks, activities, and plans to complete duties and projects on time
- Analytical skill to identify the underlying principles, reasons, or facts of information by breaking down information or data into separate parts
- Problem sensitivity – Ability to tell when something is wrong or is likely to go wrong
- Problem solving skill – Identify complex problems and review related information to develop and evaluate options and implement solutions
- Ability to establish and maintain pleasant, constructive interpersonal relationships
- Dependability – Job requires being reliable, responsible, and dependable for completing the duties and projects on time

Typical Experience:

1+ year of experience in relevant field (import/export legal area) and/or Bachelor's degree in relevant field.