

Position Description for Shipment Assistant

BASIC FUNCTION OF POSITION

The incumbent serves as one of three Shipment Assistants in the GSO/Shipping office. This position reports directly to the Shipping Supervisor. The incumbent handles exportation and importation of unaccompanied air baggage and household effects (UAB and HHE), and other U.S. government equipment and supplies to the appointed destinations. The incumbent organizes local moves of personal belongings and official equipment. The incumbent also acts as a caller requesting funding for the local moves and AIT outbound/inbound official shipments as assigned.

MAJOR DUTIES AND RESPONSIBILITIES

% OF TIME

1. Exportation/Importation of Shipments

75%

The incumbent is responsible for departing/arriving personnel's household effects and unaccompanied air baggage. Prepares all necessary documentation and logistical support for customs clearance and shipping of all export/import personal effect shipments. In order to assist employees in getting to their gaining post, the incumbent provides for the efficient export/import of the owner's personal effect shipments. This requires close contact and coordination of services with the local shipping companies, AIT contractors (customs brokers and transport companies), Taiwan Customs authorities, AIT expeditor, the receiving agencies, and all American employees. Incumbent utilizes the Integrated Logistics Management System (ILMS) to handle complex arrangements and track shipments. Computes the estimated costs for cost construct shipments.

The incumbent also handles the official exportation/importation of supplies and equipment, including packing, crating and shipping from the origin to the appointed destination. This includes collecting required shipping information from the requesting office, submitting obligated funding, conducting packing and processing shipping and sending arrival notice to the appointed destination or delivery of inbound official supplies and equipment to the requesting offices. Incumbent has knowledge of Taiwan official shipping regulations.

2. Official Local Moves of Personal Effects and Equipment

15%

Organizes the packing and removal of all official personal effects and equipment for in-country moves (except those ordered by the GSO warehouse.) Arranges pre-pack survey and packing dates. Prepares purchase order request for estimate cost to GSO/Procurement and FMO. Verifies funding available and obligates funding prior to services being rendered. Confirms personal effects and the equipment to be moved with the owner, GSO/Property, AIT contractors and GSO. Keeps close contact and coordinates with AIT contractors for AIT officials.

3. Processing and Tracking Invoices

10%

Processes all contractor invoices regarding exports, including verification and application of correct fiscal data. Responsible for keeping efficient records and a suitable tracking system.

QUALIFICATIONS REQUIRED

Education: At least two years of full time, post-secondary study (or the equivalent hours spread across a part time study period) at college or university. For example, two years of secretarial college, vocational college, commercial college, junior college or other equivalent post-secondary school is required.

Prior Work Experience: Minimum two years of progressively responsible experience in administration, management, logistics, business, shipment management or customer service is required.

Post Entry Training: Taiwan Customs laws/procedures, AIT policies and 14 FAM regulations, Customer Service Skills, Communication Skills, Basic/Advanced Transportation Workshop held by FSI

Language Proficiency: Level III (Good Working Knowledge) of English and Level IV (Fluent) of Chinese are required.

Job Knowledge: Good working knowledge of GOT customs laws and regulations is essential for this position. Knowledge of advanced computer programming is useful for both tracking shipments and invoicing purposes. Good working knowledge of Microsoft Word, Windows, Excel and Access systems is critical to the overall operations of the shipping unit. Knowledge of AIT and commercial shipping regulations for neighboring countries is essential. Sound knowledge of geographical and shipping routings worldwide as necessary.

Skills and Abilities: Strong communications and service-oriented interpersonal skills are required, as is the ability to work under pressure. Ability to set priorities, coordinate a variety of work assignments, and meet time-sensitive deadlines. Good drafting skills, including prepared briefing memos, cables and letters on shipping matters related to the portfolio. Ability to develop key contacts with shipping personnel in neighboring countries, dispatch agents in Baltimore, Seattle, and New York, the Department's OPR/ST/TD and OPR/ST/TD/TM personnel, ELSO, and military installations such as Quantico. Ability to develop contacts within the Ministry of Foreign Affairs (Protocol division), Taiwan Customs Authority, and the Ministry of Transportation is essential in order to carry out duties within this portfolio. Must be tactful and possess sound judgment and be able to identify and resolve problems pertaining to the portfolio, in a timely manner.

POSITION ELEMENTS

Supervision Received: Reports directly to the unit's Shipping Supervisor (Position No. AIT-062) and/or the General Services Officer, as necessary. Incumbent works with a large amount of independence to coordinate and complete routine assignments and program requirements. All completed projects are reviewed by the unit's supervisor and signed by the GSO.

Supervision Exercised: None

Available Guidelines: 14 FAM and Taiwan Customs Authorities laws and U.S.G. laws pertaining to shipping. GSO Handbook, and the Correspondence Handbook.

Exercise of Judgment: Incumbent exercises considerable judgment when selecting the method of shipments associated with 6FAM regulations in order to ensure cost effective savings for the USG. Because the unexpected often occurs when handling security shipments, resolving time-sensitive problems by liaison with a multitude of AIT, Agency, Airport, Contractors and Customs personnel is critical to a successful import of effects.

Authority to Make Commitments: As outlined in the Packing & Shipping Contract, incumbent has the Authority to schedule work and order special equipment on behalf of the Shipping unit.

Nature, Level, and Purpose of Contacts: Working level contacts within the Ministry of Foreign Affairs, Taiwan Customs Authority, airport authority, GOTs customs agent, the Ministry of Transportation and other related GOTs are essential in order to obtain information necessary to identify and resolve problems associated within the shipping portfolio. As stated above under "Skills and Abilities", contacts with shipping personnel in neighboring countries, dispatch agents in Baltimore, Seattle and New York, the Department's OPR/ST/TD and OPR/ST/TD/TM personnel, ELSO and military installations such as Quantico are also necessary.

Time Expected to Reach Full Performance Level: One year