

	Position Description Manual
Department: OPERATIONS	Position Title: Operations Assistant
Effective Date: May 2012	Revision No.:

I. REASON FOR EXISTENCE

The Operations Assistant is generally responsible for carrier coordination, booking and updating the cargo tracking system and booking of pick-up / deliveries to accredited truckers.

II. DUTIES AND RESPONSIBILITIES

1. Consolidate and plan cargoes for loading by reviewing current cargo inventory per destination, availability of carrier schedule and allocation to meet the delivery target in the most cost effective manner.
2. Prepare the gate pass and consolidated manifest by tagging in the system the pending cargoes for consolidation using the FIFO system and determining the volume if LCL or FCL for proper dispatch.
3. Send pre-alerts for all shipments to destinations by emailing/sms all the details such as HAWB number, Carrier, ETD/ETA, Shipper/Consignee, Volume, Weight, Commodity and other details needed to facilitate immediate release and delivery planning of cargoes to meet the agreed lead time.

4. Dispatch trucks based on bookings in the system by assigning units available and/or outsourcing in order to award trips and ensure that customers' requirements are served for the day.
5. Coordinate and update customer service group by encoding details in the system to include the pick-up/delivery status, carrier details, ETD/ETA, ATD/ATA to provide on time customer feedback.
6. Coordinate with warehouse and port representative cargoes for transfer to carriers by communicating all details to ensure cargoes are accepted within the carriers cut-off and depart as scheduled.
7. Validate truck invoices thru the system by searching transaction reference numbers (PWB/HWB/MBL/AWB/Gatepass/Container Number) to ensure that all the trips are accounted for and certified served for proper billing and payment to truckers.
8. Perform other task that may be assigned by management from time to time.

III. QUALIFICATIONS

1. Graduate of any four year course preferably business course
2. Minimum of 2 years experience on the position or with related experience
3. Strong written / oral communications and organizational skills are required
4. With proven people skills
5. High stress tolerance

Prepared by:	Reviewed by:	Noted by: Chabio T. Sison SVP-Shared Services CFO/CRO	Approved by: Efren E. Uy President & CEO
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