**SURREY CHAMBERS OF COMMERCE**

**International Trade Assistant**

**Job Description**

**Reports to: International Trade Manager**

**Overview**

To support International Trade services providing high quality customer care, supporting and exceeding our customers needs and expectations .

**Key Responsibilities**

**International Trade**

1. To process and certify Export Documentation as requested by our export customers making sure that all documentation meets with BCC certification guidelines.
2. To process any documentation that requires external certification (e.g. from Foreign Office, Embassies) and manage the process of recording the documents movements.
3. To support and maintain the documentation filing system, ledgers and Formal Undertaking processes under International Trade department guidelines.
4. To answer any export related questions from our export customers both over the telephone and in person to a high level of customer service and where possible, exceed the customers’ expectations using our network of experts.

**International Trade Event operations**

1. To provide administrative support (invoicing, booking/delegate lists etc.) for all international trade events in line with the events department guidelines
2. To attend and host any Surrey Chambers of Commerce events as required
3. To assist in the creation and local marketing of the annual international trade events programme

**Additional responsibilities**

1. To make retention calls for a specific number of member companies and keep the CRM up-to-date and accurate
2. To send out renewal and new member packs including certificates
3. To deliver all other requests as required by the business

**Key Skills**

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| * Knowledge and understanding of International Trade/exporting is desired but not required, * Excellent Customer Skills with experience of delivering these skils in person, by telephone and by e-mail * Ability to work to and meet deadlines * A passion for helping local businesses to succeed * Full driving licence is required | * Great Team player but also self-motivated * Experience of working with computers with particualr skills in Excel, Word and CRM systems. * Excellent administration skills with particular skills in problem solving, and attention to detail * Ability to speak Foreign Language(s) is desired but not required |