**Panalpina Apprentice**

**Date:** 27-Mar-2015

**Location:** Toronto, Canada

**Company:** Panalpina

**Req ID:** 56026
**Job Function:** Air Freight
**Full-Time/Part-Time:** Full-time
**Contract Type:** Temporary
**Job Level:** Intern/Trainee/Apprentice
**Sub-department:**
**Office Location:** Toronto (YYZ)
**Travel Required:** 0%
**Start Date:** 06/01/2015

The Panalpina Group is one of the world's leading providers of supply chain solutions, combining its core
products of Air Freight, Ocean Freight, and Logistics to deliver globally integrated, tailor-made
end-to-end solutions. The Panalpina Group operates a global network with some 500 offices in more
than 70 countries, and employs around 16,000 people worldwide.

The Apprenticeship program is a way of Panalpina investing into the future by introducing graduates into the Supply Chain and Logistics field. By providing quality training and development opportunities into our core products and giving them experience across the whole business, we will ensure a skilled and qualified employee is prepared to take on a variety of positions, suitable to their career path.

The duration of the apprenticeship is 2 years with a possible extension up to 3 years. The program will consist of a minimum of 6 months placement in Air Freight Import & Export where key tasks will be performed:

**Responsibilities**

• Customer order receipt and acceptance
• Arrange for pick up/transfer of cargo.
• Reserve HAWB / MAWB / AWB and make booking with carrier
• Review documentation with Shipper's Letter of Instruction (SLI), SOP, customer’s instruction and/or Letter of Credit (if applicable)
• Prepare and issue documentation
• Distribute documents and make copies in accordance with shipper's, Panalpina's and/or destination country requirements.
• Send PACOM advice to destination, gateway and, if applicable, origin station
• Confirm on board with Carriers
• Update PanTrace on a daily basis.
• Prepare and update job costing in system
• Print and label shipments, where applicable
• E- File all customs related documents, SSC ,email communications
• Send out invoices to clients (email, etc)
• Ensure accurate invoicing, including proper attachments
• Other duties as requested

The Apprentice will also participate in a minimum of 6 month placement in Ocean Freight Import & Export where the following tasks shall be performed:

• Communicate with and ensure release of the freight from ocean/air carriers.
• Arrange for pickup of cargo from carrier location.
• Notify customer / broker of arrival and charges.
• Arrange transportation of freight to consignee destination.
• Provide accurate job costing forecast
• Retrieve and process all documentation
• Create customer profile in FOS system based on customer SOP
• Receive and track P.O.s from Importers/customer service group for tracking reports
• Distribute documents and make copies in accordance with consignee’s, PA’s and/or origin country requirements.
• Ensure that file contains all necessary document copies in proper sequence
Review and ensure all arrival notices are accurate and arrange corrections with steamship lines where necessary
• Ensure all manifests and re-manifests are sent to Canada Customs in a timely manner
• Ensure that payable and receivable documents are sent to Operations Accounting Department in a timely fashion
• Ensure customer satisfaction and retention by answering all customer inquiries (verbal, email or phone) within the same day, including exceptions, rates, other fees and track & trace
• Handle and manage all customer contact at file level regarding exceptions and discrepancies
• Other duties as requested

In the remainder year(s), the Apprentice will work in other department such as Customs, Logistics, Finance and or Sales. An update job description with duties will be provided at the time of each rotation in the respective department.

**Qualifications**

• Post-Secondary Graduate in International Trade, Supply Chain & Logistics, International Business and/or similar
• CIFFA certificate is considered an asset
• Previous work experience in a related field is considered an asset
• Proficient in Microsoft Office Suite, specifically MS Excel

**Skills**

• Effective listening
• Ability to clearly and concisely present both written and/or oral information
• Capable to make informed judgments and to generate practical, timely solutions
• Credibility
• Assertiveness
• Capable to make informed judgments and to generate practical, timely solutions
• Readiness to continuously focus on identifying and meeting customer current and future needs
• Readiness to provide alternatives and optimized solutions to the Customer
• Ability to establish a successful long-term business partnership with internal and external customers
• Team player
• Capable to build strong and long-term team relationships within and across functions and geographical boundaries and based on ethics and trust
• Ready to take personal accountability for achieving individual and shared goals
• Planning & Organizing (Ability to prioritize, plan, assign & control)
Time management (monitoring performance against deadlines and milestones) - -- High energy and resilience
• High commitment and positive attitude in the face of setbacks and obstacles
• Ability to work under pressure and deal with tight deadlines
• Be authentic, approachable, open and honest

**Languages**

• English fluency (written and spoken)

**Specifics for Job / Environment**

• Excellent Freight Forwarding knowledge
• Knowledge of incoterms
• Knowledge of all Panalpina core products

**Contact**
If you wish learn more about this opportunity please apply <http://www.panalpina.com/www/global/en/home/careers.html>
Panalpina Inc. is an Equal Opportunity Employer – Panalpina Inc. souscrit au principe d’équité en matière d’emploi
\*Panalpina welcomes and encourages applications from persons with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process including recruitment, assessment, selection and hiring stages. Please contact accommodation.yyz@panalpina.com or call 905-755-4545 should you require any accommodations.