Position Description

Sirena Express – Operations Assistant

POSITION TITLE	Operations Assistant
EMPLOYER / DEPARTMENT	Operations
LOCATION / WORK ARRANGEMENT	Remote
EMPLOYMENT TYPE / HOURS	Casual ADHOC
REPORTS TO	Board of directors
DIRECT REPORTS	Implementation, Operations and General Manager
REMUNERATION	$8 AUD per HR

About the employer

Sirena Express is an Australian freight forwarding business that's currently experiencing rapid growth. We provide mostly Australian businesses with the operational support they need to manage their import and export shipments, transport solutions, warehousing as well as customs clearance services. We aim to provide a premium service through leveraging technology, automation and where appropriate deployment of AI, for this reason it's important that whoever we hire spends time to familiarise themselves with the software that we use as much as possible, this will be pivotal to their success within Sirena Express and will ensure that they are successful in preforming their role.

Position purpose

We're seeking an individual that'll be involved in data administration and entry in the short term, a simple role but with an expectation that the role would evolve ***rapidly*** over time. The right candidate would learn key operational aspects of the business and learn operational workflows and processes of managing import and export operations of freight forwarding to a degree where they could handle managing the entire process as needed. As time goes on, we would get the right candidate to get more involved in other aspects of business if/as needed. Cargo wise is used to manage all of our shipments and the team member will be mostly spending time working using a combination of outlook and cargo wise.

Key responsibilities

- Update system currency exchange rate (USD/EUR) daily.
- Save documents into appropriate shipment, booking or job with the appropriate document type code daily
- Accruing of account payable invoice data into our system and accruing sell rates.
- Be made available for training and upskilling as needed – this can take place in the form of live video tutorials with management, practice tasks/workflow execution or through self-paced learning / training modules provided by our software platform/provider/s.
- Tasks must be done with accuracy and instructions followed precisely – Data accuracy KPIs will be disclosed at time of on-boarding.

What success looks like

Within the first six months, we expect the candidate to achieve the following:

- Capable of being able to identify with accuracy the shipment/booking or job that a specific document that flows into operations inbox relates to, team member should be able to locate the said job and attach the documents or emails relevant to the said shipment/booking/job and be able to understand if there's need to escalate a matter to the operations team/management.
- Understanding of process and workflow to be able to successfully and accurately register shipments and bookings from start to finish to completion.
- Understand basic workflows of import/export shipments.
- Understanding of main Incoterms (EXW, FOB, CFR, DAP) and its implications on the shipment.
- Ability to prepare the job to be sent to customs brokers for clearance processing.
- Capability to accrue invoices, post costs and ensure that accounts team / inbox is notified to make payment for said invoices.

Skills, experience and qualifications

Essential

- Cargowise Experience
- English level – intermediate
- Freight, Shipping or International Trade Exposure
- Attention to detail

Desirable

- Adaptable and comfortable with constant change -
  - We're a rapidly growing company and may need to adjust our approach in how we work and the tasks we provide the individual sometimes with little notice.
- An individual that thrives in a fast-paced environment & able to prioritise tasks autonomously
  - The industry is fast paced, and often we must work on multiple jobs with deadlines that clash. Being able to identify what to prioritise will come with experience, but ideally the candidate is comfortable working under pressure and meet deadlines.

Working conditions and role requirements

The role will be fully remote, a dedicated email account will be created for the employee, and the team member will be placed into a WhatsApp Group, as well as a company teams' group where most of the communication will take place. The newly appointed team member will be reporting directly to company directors.

What we offer

- Should the candidate get to a stage of being sufficiently knowledgeable and capable in his or her role, there will be a possible opportunity, subject to growth of business and management decision to manage the offshore team as it grows.
- As the employee develops and gets to a stage of proving great value to the overall team and growth of the company we would arrange to fly the candidate out to Australia.
- Bonuses will be awarded periodically should expectations be exceeded and quality/accuracy of work is of high standard.

How to apply

Please send through your resume. Our team will review your resume within 7 days and respond back with constructive feedback as to whether you'll proceed to the next stage.

Should your experience align with what we're looking for successful candidates will be interviewed via a teams meeting.