

Air Export Coordinator

Deadline:
29-06-2025

Contact person:
Saniya Naz

Office:
Atlanta, Georgia, USA

Location:
Atlanta

Scan Global Logistics is a leading freight forwarding company, specializing in providing comprehensive logistics solutions to clients across various industries. At the core of our DNA is a 'can-do-attitude' and the willingness to always walk the extra mile to find the right logistic solution whether by road, rail, ocean, air or any other modes of transportation. **Our culture is based on our four virtues: respect, integrity, entrepreneurship, and fun.**

This is a direct hire, full time, on-site position based in **Atlanta, GA**.

Position Overview:

SGL is seeking an experienced and detail-oriented **Air Export Coordinator** to join our team. The ideal candidate will have 3+ years of hands-on experience in air export operations, with a strong understanding of air freight logistics, distribution processes, and documentation requirements. This role is responsible for ensuring the timely and accurate movement of freight and related information, while consistently delivering exceptional customer service within the Air Export Department.

Job Responsibilities:

- Perform end-to-end air export operations, including arrangements for pick-up or inland transportation, booking with airlines, and coordination with carriers and truckers.
- Arrange and book freight with airlines; ensure timely pre-alerts once on-board notifications are confirmed.
- Track, trace, and route export shipments from origin to final destination, providing updates to clients and internal teams.
- Handle troubleshooting of export issues and escalate problems to management when necessary.
- Prepare and manage export documentation (e.g., Bill of Lading, Invoices, Certificates of Origin, Export Declarations/AES filings).
- Receive, review, and ensure all documentation is accurate and distributed to carriers, customers, and agents in a timely manner.
- Ensure compliance with SOPs, tariffs, TSA, TAPA, IATA, ISO, Customs, and other regulatory requirements.
- Complete all inbound/outbound moves, including ITs and permits to transfer.
- Maintain courteous, prompt, and efficient customer service with a strong emphasis on customer satisfaction.
- Communicate professionally with vendors, shippers, customers, carriers, overseas agents, freight forwarders, and trucking companies.
- Respond to inquiries, emails, and rate requests in a timely manner.
- Coordinate daily shipments, including documentation, monitoring, dispatching, and invoicing.
- Obtain and create quotes for shipments, source the most efficient and cost-effective transportation methods.
- Explore export options to reduce costs and increase revenue.
- Take booking requests and ensure accurate rate application and shipment consolidation based on local procedures.
- Understand departmental process flow, continuously identify best practices to improve operational efficiency and productivity.
- Assist in reviewing standard operating procedures for compliance and quality assurance.
- Provide support as a backup for alternate accounts.
- Perform any additional duties as assigned by the Department Manager.

Required Skills/Abilities:

- Air export experience +3 years (is must)
- Experience in air freight logistics and distribution
- Experience of bonded freight and cargo.

- Customer service oriented
- Problem solving attitude
- Attention to detail
- Active Listening
- Telephone Etiquette
- Basic Software Skills (Ms. Office & Ms. Excel)
- Basic Computer Skills

Physical Requirements:

- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift 15 pounds at times.

Work authorization/security clearance requirements:

- Must be eligible to work in the United States
- Must pass TSA eligibility screening

Job Type: Full-time

Pay: \$27.88 to \$31.25 Per Hour

Schedule: 8-hour shift (Monday to Friday)

Work Location: On site

Benefits:

- 401(k)
- Health Insurance
- Dental insurance
- Vision Insurance
- Employee assistance program
- Health Savings Account (HSA)
- Life insurance
- Short Term Disability Insurance
- Long Term Disability Insurance
- Paid Time Off
- Tuition Reimbursement