

Customs Reclaims Coordinator

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Company: Albini e Pitigliani Spa

Location: United Kingdom

Category: business-and-financial-operations

Due to increased global growth, we are seeking a Customs Reclaims Coordinator to be part of our Customs team within the London Heathrow office of Alpi UK Ltd. You will coordinate Customs Reclaims Activities for Alpi UK and assist on Customs Operations. Working

Hours: Monday – Friday 8.30am – 5.30pm (inclusive of one-hour unpaid lunch). This role is office based. Salary: £24,000.00 to £27,000.00 per annum, depending on experience. Duties and Responsibilities Assist the Managing Director and the Head of Customs in the execution of their duties in support of the Managing Director's vision for the company.

Ensure that all reclaims are managed and dealt with in a timely manner. Ensure the reclaim spreadsheet is kept up to date and all parties informed of the current reclaims situation as per deadline. Maintain close liaison with Finance to ensure visibility for the business. Help to provide guidance to the customs coordinators on how to process reclaims. Report to the line manager any amendments to customs declarations done by you. Ensure all operational activities are completed and followed up correctly in accordance with SOP's and organisational policy. Provide support and holiday coverage as and when required. Liaise with HMRC and assist with maintenance on customs procedures. Look and propose new efficiencies in customs and Customs Claims workflow. Maintain good housekeeping of work area at all times. Assist with REDS (Registered Excise Dealers & Shippers). Report any sales leads (new clients) to the line manager for distribution to the sales team. Implement and improve new efficiencies in customer workflow in conjunction with line manager. Ensure all reports & KPI are generated by given deadlines and handed to line manager. Complete ad-hoc and spot checks on entries and submit reports to line manager and Head of Department

weekly. Create training programs for new starters and existing staff on Customs systems, procedures and Import/Export regulations. Skills, Experience and Competencies Sound knowledge of the post clearance amendment process essential. Assisting with Import/Export Compliance issues and queries. Maintain excellent customer and inter-departmental relationships at all times giving regular feedback to line manager. To provide support to the Import function where able and dependent upon capacity and to support the Import supervisor where required. Support the Customs manager with any given customs compliance tasks in line with the development plan. Quickly escalate issues and resolve Customs problems. Responsibility of various areas of the Customs process including, Import/Export customs entries, Transit documents, Bond documents, Reds and Customs amendments. Assist with invoice passing and invoicing. Proficient with Microsoft packages especially Ms Excel and other. Must be able to prioritise and organise own workload with attention to detail. Able to work independently and as part of a team. Must be flexible with their working hours. Company Benefits: Along with 20 days annual leave + public holidays and yearly salary review we offer the following benefits: After 3 months' service, employees are entitled to become a member of the Group personal Pension Plan. After completing six months' service, Alpi UK Death in Service equal to three times your annual salary. After one year's service the company offers enhanced Pension contributions of 9% annual salary. After one year's service employees are eligible to join the Private Medical Scheme (application process required). Holiday loyalty days up to a maximum of 5 days (1 per each full year of employment completed). One Milestone Day per year to take as you wish. Confidential EAP platform for you and your immediate family members as spouse/partners and children aged 16 to 24 in full-time education, living in the same household. Access to our Employee Discounts and Perks, which includes Grocery Shopping, Holidays, Movies, Sports, Wellness and many more. Health and Safety Responsibility: Report all accidents and near misses to line manager and Health and Safety Manager without delay Read and follow any risk assessments and safe systems of work Follow the company Health and Safety and Environmental Policy Isolate and report all faulty equipment to the line manager without delay Maintain good housekeeping of work area at all times We are Alpi UK Ltd – part of the Albin & Pitigliani Group (cliccare sul bottone Candidati ora). The ALPI Group is a recognised player in the Freight Forwarding and Transportation industry and specialises in supply chain and logistics solutions, ground transportation, air and ocean shipments, customs clearance, and supply chain management. We have provided freight forwarding services and

logistics solutions for over 70 years. Still a family run company, we treat people as people, not numbers. With unchanged passion we strive to balance a growing company in a highly competitive industry, with family ethics and social responsibility.

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