

PFEIFER

JOB DESCRIPTION & COMPETENCIES

Job Title:	Customs & Logistics Coordinator	Location:	Southampton
Department:	Operations/Logistics	Issue Date:	19 October 2026
Reports to:	General Manager	Review Date:	15 April 2026

1. Purpose

The purpose of this role is to support the achievement of business objectives by carrying out duties safely, effectively and in accordance with company policies and procedures. The role holder is expected to demonstrate behaviours that support customer excellence, operational excellence, continuous improvement and collaboration across the business.

2. Requirements for the job

Essential Skills & Qualifications:

- Excellent communication skills, both verbal and written.
- Strong organisational skills with excellent attention to detail.
- Proficient in Microsoft Office, particularly Word and Excel.
- Ability to work accurately under pressure and manage multiple priorities.
- Good understanding of customs documentation and compliance requirements.

Desirable Skills & Qualifications:

- Customs-related qualifications or training.
- Knowledge of freight forwarding and logistics operations.
- Experience using ERP or SAP systems.

Essential Experience:

- Experience handling import and export customs clearances.
- Experience using CDS, DESTIN8 and/or NCTS systems.
- Experience preparing and checking customs and shipping documentation.
- Knowledge of import and export procedures and Incoterms.
- Understanding of stock movements and inventory processes.

Desirable Experience:

- Knowledge of Country of Origin requirements and triangulation processes.
- Experience managing declarations between Great Britain and Northern Ireland (TSS).
- Experience with sea freight and multimodal transport operations.

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3. Duties and Responsibilities

Working in conjunction with the Operations Team and with the support of the General Manager the main duties and responsibilities are:

- Manage day-to-day road freight shipments.
- Process import and export customs declarations accurately and efficiently.
- Prepare, review and maintain customs and shipping documentation.
- Complete and reconcile Postponed VAT Accounting (PVA) records.
- Coordinate shipments from booking through to final delivery.
- Liaise with customers, hauliers, suppliers and other stakeholders regarding shipment progress and customs requirements.
- Resolve customs queries and operational issues in a timely manner.
- Support stock control activities and stock movement administration.
- Assist with ERP/SAP system updates and logistics administration.
- Support the wider freight forwarding and logistics operation.
- Develop knowledge of sea freight, road freight and other transport modes.
- Ensure all shipments are processed in accordance with customs regulations, company procedures and customer requirements.
- Contribute to process improvements and operational efficiency initiatives.

[Note: In addition to these functions employees are required to carry out such other duties as may reasonably be required]

4. Nature and Scope

The Customs & Logistics Coordinator reports into the General Manager and is part of the Operations Team.

The role is responsible for supporting customs clearance activities, freight coordination, stock administration and logistics processes to ensure compliance, customer service excellence and operational efficiency.

Any job description provided to you by the organisation will not form part of your contract of employment unless specified otherwise.

5. Key Relationships

Internal: Operations Manager, Operations Team, Warehouse Team, Finance Department, Sales Team, Management Team

External: Customers, Freight Forwarders, Hauliers, Customs Authorities, HMRC, Suppliers, Service Providers

6. Company Values & Behaviours

All employees are expected to demonstrate behaviours that support Pfeifer's People Strategy and contribute positively to the success of the business.

- **Reliable** - Delivers on commitments, takes ownership and acts with accountability.
- **Solution-Driven** - Solves problems effectively and seeks opportunities for improvement.
- **Experienced** - Applies knowledge and expertise while maintaining professional standards.

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7. Key Competencies

Quality & Accuracy	Produces work to a high standard, ensuring attention to detail and minimising errors.
Productivity	Completes work efficiently and effectively, meeting deadlines and performance expectations.
Teamwork	Works collaboratively with colleagues, sharing knowledge and expertise to contribute positively to team and business objectives
Communication	Communicates clearly and professionally, both verbally and in writing, with internal and external stakeholders.
Problem Solving	Identifies issues, assesses options and implements effective solutions whilst supporting innovation, continuous improvement and operational excellence.
Reliability	Demonstrates dependability, accountability and a consistent approach to attendance and performance.
Health & Safety	Complies with company health and safety policies, procedures and safe working practices.
Customer Focus (where applicable)	Delivers exceptional service and builds positive relationships by understanding and responding effectively to customer needs and expectations.
Continuous Improvement & Innovation	Actively seeks opportunities to improve processes, working practices and performance, contributing ideas and solutions that support business success.
Learning & Development	Demonstrates a commitment to developing knowledge, skills and expertise and applies learning to improve individual and team performance.
Leadership (for managerial roles)	Provides direction, support and motivation to others while promoting accountability and performance.

8. Equality & Diversity

The Company is committed to providing equal opportunities and fostering a diverse and inclusive workplace. All employees are expected to support these principles in their day-to-day activities and to treat colleagues, customers, suppliers and other stakeholders with dignity, fairness and respect.

9. Job Description Review

This job description outlines the main duties and responsibilities of the role and may be amended to reflect the changing needs of the business.

Job Holder	Line Manager
Name:	Name:
Signed:	Signed:
Date:	Date:
	Position: