



## ANCILLARY COSTS ASSISTANT

To work as part of the ancillary cost team for Deep Sea & Short Sea liquids and powders to ensure correct processing and maximum recovery of all supplementary costs incurred by the company.

### Initial duties :

- Assisting in receipt and checking of recoverable costs for designated areas raised in Container Management system by Operations department for recovery from customers.
- Assisting in notification to customers of costs incurred - following appropriate notification procedures as specified by individual customers to ensure such costs can be invoiced accordingly.
- Assisting in retrieval and collation of necessary documentation to support extra costs – involving in particular liaison with Operations department with regard to vehicle demurrage in UK/Europe
- Assisting in querying with relevant Operations departments any costs that have apparently been raised incorrectly or without appropriate backup documentation
- Assisting in raising invoices on customers following procedures above in accordance with rates held in departmental tariffs and customer profiles, and ensuring all necessary supporting documentation is available and provided to Accounts invoicing department.
- General maintenance of systems documentation and creation of schedules as may be required by the department to assist in the smooth running of the above procedures

This position requires :

Good written and verbal communication skills for use both within and outside the company

Computer literacy – in both in-house systems and spreadsheets etc

Basic aptitude for figure work e.g. addition of various costs and implications of profitability

Steady temperament to overcome frustration of not receiving quick replies, together with organisation and persistence to ensure that issues are eventually brought to a conclusion.

Organisational skills particularly important to control and report on progress of all on-going issues.

Ability to work as an individual, but also as part of a team to assist in all areas of the department where required

Gradual progression is anticipated to further responsibilities in other areas of the department as more experience is gained.

Training to be provided in department by existing members of the team.