

## Qualification Card

### Back office import/export employee

#### Preliminary instructions

This qualification card is a tool for measuring the intern's skills and qualifications related to the job as a Back office import/export employee. The questions can also be used as a conversation tool, to address issues with an intern.

This qualification card is divided into three sections:

- 1) Preliminary checklist for basic demands and conditions
- 2) Personal skills
- 3) Practical qualifications

We recommend that the first section is used both in the casting process, as a part of the introduction day, and on the first day of the internship, to balance expectations with the intern.

Use the second and third section throughout the internship to find focus points, track development, and to give an idea of how far the intern is from being qualified for regular employment.

The supervisor can before the evaluation with the intern orient themselves in the qualification cards, and choose the questions that are relevant for the intern's current level of qualifications. We recommend that the supervisor and the intern fills out the qualification card together.

The Back office import/export employee manages **international shipments** of goods at administrative and operational level, from order to delivery. He/she organizes, manages and monitors import/export shipments by land, sea and air. He/she manages shipping orders, loads of goods and prepares the relevant documentation (bills, customs paperwork, invoices, etc.).

In addition to technical knowledge, he/she has excellent language and communication skills because he/she must be able to relate clearly and effectively to a variety of foreign people: customers, suppliers, purchasing agents, warehousemen/women, logistics managers, commercial agents, foreign representatives, freight forwarders, customs offices, banks. Proficiency in at least two languages (including English) is required.

Preliminary checklist for basic demand and conditions			
	Demands and Conditions	NO	YES
1	I know that mastering multiple languages is important for this job		
2	I know that I will have to follow the work schedule that will be designated to me with a lunch break		
3	I know that if I feel sick and can't work I call my supervisor at least 2 hours before my shift, or as soon as I can.		

	Demands and Conditions	NO	YES
4	I know that after I have been sick when I start to feel better I need to let my supervisor know that I am ready to go back to work.		
5	I know I need to take care of my appearance and clothing (I need to be clean and smell good).		
6	I need to know how to use the computer and learn how to use software in use in the company		
7	I know that, even if I speak English or French, <local language> is required and that I must practice it during my internship.		

Personal skills						
	Field of training	Not yet	Just Started	Halfway	Close to Goal	Good to go
1	I am able to listen and understand others' needs					
2	I am organized					
3	I can handle problems and unexpected situations					
4	I can use formal and polite language					
5	I can be flexible					
6	I can work in a team and help colleagues as needed					
Practical qualifications						
	Field of training	Not yet	Just Started	Halfway	Close to Goal	Good to go
1	I can follow the instructions of my superiors					
2	I know how to fulfill shipping orders					
3	I know how to prepare, issue and check the transport, shipping and customs documents which accompany the goods in the import-export business					
4	know the Incoterms in use in international trade and how to cover risks					
5	I can make shipping quotes for customers					
6	I can plan and organize transportation					
7	I can choose and book transportation means					
8	I know how to track the shipment					



	Field of training	Not yet	Just Started	Halfway	Close to Goal	Good to go
9	I know how to make international payments					
10	I can perform administrative and accounting activities of commercial support					
11	I know how to prepare and properly pack the goods to be shipped					
12	I can handle business correspondence in a foreign language					
13	I can cooperate in the management of international purchase and sale					
14	I can collaborate with administrative and accounting staff					
15	I know how to respond to customer complaints, within the limits of my responsibility					

The described practical qualifications have been achieved during an internship at:

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Date Employee (name and signature)

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Date Company manager (name, signature and stamp)

