

**JOB DESCRIPTION
DATA ENTRY****Functional Title**

Data Entry

Department

Operations

Level

Rank & File

Client

As applicable (PRC | CSLS | etc.)

Type of Position

Regular/Permanent

Reports to

Team Leader (Immediate Superior)

Supervises

N | A

POSITION SUMMARY

The Data Entry is responsible for entering and verifying data from a variety of source documents in all relevant systems.

This role is responsible for interpretation, categorization, validation and submission of shipping documents and data entry through relevant systems or applications.

This role includes coordination & communication with operations (CS-PAC), origin counterparts (Cargo Services) and shippers (external clients) to ensure deliverables are submitted efficiently and accurately.

DUTIES AND RESPONSIBILITIES

- **Data Management.** Able to complete accurately & on-time any and all necessary operations steps to complete an end to end shipping process as instructed such as, but not limited to:
 - Create shipment booking entries (export and/or import);
 - Update shipment details;
 - Generate shipping documents;
 - Create job costs related to the logistics operations;
- **System Navigation.** Able to proficiently operate and navigate all major system applications for data entry and validation purposes.
- **Coordination with internal & external counterparts.** Able to clearly communicate via email any issues that may affect the data integrity and timeliness of documents submission (i.e. discrepancies found in the shipping documents)
- **Standard Operating Procedure (SOP) Compliance.** Able to strictly adhere to set instructions depending on the client's requirements and operational procedures.
- **Internal Operational Compliance.** Able to comply with set structures and policies in place to be used for internal reporting such as but not limited to Completion Reports, Associate's Utilization, Time and Motion tracking, and other applicable trackers.

MINIMUM QUALIFICATION**1. Functional Competencies**

- **Focused on task completion.** Makes sure all relevant tasks allocated to him/her are completed within the specified time period and will render overtime when needed.
- **Communication skills.** Clearly conveys message when writing / replying to an email (or Skype, WhatsApp message)
- **Takes ownership / accountability of own results.** Understands and admits the need for improvement
- **Proactive approach to relevant task issues.** Raises relevant issues to both L2 & Team Leader that may potentially affect accuracy of work and avoids creating assumptions.
- **Coordinates tasks with other team members to achieve task completion.** Coordinates with L2 and/or



immediate Superior if allocated tasks cannot be finished within deadline due to high volume of workload

- **Detail-oriented (Accuracy).** Prioritizes the quality of work by employing effective double-checking techniques done in all aspects of the data entry task despite the high volume of workload.
- **Organizational skill (Systematic work).** Organizes work files efficiently (i.e. emails, documents, trackers, etc.) and follows an effective routine when processing certain tasks to avoid any inaccuracy that may affect quality.
- **Flexibility to achieve more.** Willingness to be cross-trained to support other accounts and even deployed to other teams when the need arises and ability to adapt to a multi-cultural working environment (i.e. Hong Kong, China, Australia, Europe, etc.)
- **Participates in all of CS-PAC's programs and events.** Joins and shares knowledge, expertise, & talents to CS-PAC community members

2. Education & Work Background

- Fresh college graduates or college undergraduates of any field / course
- High School graduates or with vocational diploma / short course certificate with at least 1 year work experience in a similar field is required (Data Entry / Logistics / Freight Forwarding / BPO)

3. Required Skills

- Has a working knowledge in MS Office applications such as Excel and Outlook
- Excellent time management skills
- Has good command in written and spoken English language
- Has the ability to achieve thoroughness and accuracy when accomplishing a task

4. Mindset

- Strong Attention to Detail
- Discipline
- Quality of Work
- Effective Communication
- Accountability
- Teamwork
- Positive mental attitude

5. Must be able to work on flexible shifts including nights, weekends and holidays

6. Must be amenable to be assigned to any CS-PAC office location

Effectivity date/Revision date: N/A