



Management assistant for forwarding and logistics service

Tasks:

Logistics managers are employed in companies that organise, control, monitor and handle the transport of goods and other logistics services nationally and internationally. Logistics managers are primarily active in the fields of service provision, order processing and sales. They work closely with all service providers in the transport industry, such as transport companies, shipping companies, airlines, and railway companies. They carry out their tasks independently within the framework of company instructions and the relevant legal provisions and make agreements with business partners. They are not without reason also called 'architects' of the transport industry. The focus of their actions is always the optimal service for their client.

Professional qualifications:

Logistics managers organise the dispatch of goods, transshipment, and storage as well as other logistics services in compliance with relevant legal regulations and environmental protection concerns. They are involved in the development of logistics concepts. They control and monitor the interaction of the persons and facilities and modes of transport involved in logistics chains. They arrange insurance cover and take account of customs and foreign trade regulations, using modern information and communication technologies. They identify customer requirements, advise, and look after customers. They correspond and communicate with foreign business partners in English and process English-language documents. They identify, evaluate, and calculate service offers on the transport and logistics market and incorporate them into offers and contracts. They are the contact persons for customer complaints and damage reports and arrange for damage settlements. They process payment transactions, and they process payment transactions and dunning procedures and are involved in the calculation of costs and earnings as well as in the commercial management of their companies.



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Training occupation title:

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Training duration: 3 years

- ***The training company:***
 - Position, legal form, and structure of the training company
 - Vocational training, human resources management, labour, social and collective bargaining
 - regulations, occupational health and safety, environmental protection

 - ***Work organisation, information, and communication:***
 - Work organisation, teamwork, and communication
 - Information and communication systems
 - Data protection and data security

 - ***Process-oriented service provision in freight forwarding and logistics:***
 - Forwarding and logistics services
 - Dispatch and transport of goods, warehouse logistics
 - Groupage and system transport
 - International forwarding, use of the English language in specialised tasks
 - Logistical services
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