



DHL GLOBAL FORWARDING (IRELAND)

LIMITED



#APP-2458304



Co. Dublin,



No of positions : 1



Apprenticeship



Per Employer



Apprentice Rates



04/06/2026



30/07/2026

How to apply

Application Method :

Please apply to the vacancy by the following means:

Address:

<https://apprenticeship.ie/career-seekers/jobs/4019>



Open your camera
app & point here
to view this ad
online



Logistics Associate - Apprenticeship

Job Description

First Year Apprentice Vacancy

Role Title : Ocean Freight Apprentice (Logistics Associate Apprenticeship)

Business Unit : DHL Global Forwarding

Location: Cedar Drive, Dublin Airport Industrial Park, St. Margarets Co. Dublin

Days & Hours of Work : 37.5 hours per week, spread over 5 working days.

Any changes to this requirement would be in line with Business needs. Extended hours required on Friday where it is necessary to support the Planning department.

Scope of Role:

Accept bookings from customers and/or overseas depots

Create Import & export orders for TBO and NTBO Customers and actively manage them from booking request to final delivery point

Focus on strong customer communications and engagement

Provide support to other Road Freight team members within the Road Freight department (TBO, NTBO, Procurement, BPO) as requested.

Key Accountabilities : Operational Accountabilities include but are not limited to:

Act as the first point of contact with customers for any bookings, queries, quotations, or concerns in relation to their shipments.

Shipment processing and management

Manage Import / Export bookings from customers & overseas depots – create the orders in the road freight system

Create the Pick-Up Cartage Trip / Handover in EVO / NDS/ PEV based on the type of order (TBO or NTBO)

Ensure all customer SOP documents

Flag any specific requirements/ cancelled shipments / timed deliveries etc

Co-ordinate any customer requests for spot quotations / time deliveries etc

Actively manage all shipment activities:

Track and Trace all shipments, take ownership of any Complaint Investigations / ICE issues/ Customer queries and escalations.

Ensure all exceptions are managed and communicated to the customer in a timely fashion.

Ensure all complaints raised by the customer are fully investigated with comprehensive root cause and corrective action plans.

Manage any customer invoice or operational queries

Complete accruals and invoicing for all files – proactively manage any invoice queries, ensure all monthly finance reports are updated in line with month end process.

Support the completion of any customer bulk invoice reports (as required)

Manage the E2E BMW order process:

g., Customer bookings and communications / AX4 system activities / EVO Manifest screen / EVO Order processing activities

Proactively manage all operational KPI's.

Perform the daily checks to ensure compliance to KPI targets (e.g., EVO events, unbilled files, shipment processing, credit notes, tracking and tracing etc)

For TBO review warehouse inventory list and actively manage shipment issues.

Co-ordinate any necessary customs activities

Manage any shipment claims with Risk Management as per claims process.

g., send notification of intent to claim to DT or haulier.

Plan and monitor all TBO line haul trailers (exports & Imports) to destination and from origin terminals as per the planning process to maximise capacity and GP.

For more information please see [apprenticeship.ie](https://www.apprenticeship.ie)

Note: As part of the national apprenticeship system, there are formal requirements for approval of an employer's suitability to train apprentices and for registration of apprentices. Advertising on this site does not guarantee that Employers are approved to recruit and train for apprenticeship positions.

- **Sector:** other service activities

Career Level

- Not Required