

Cargo and Freight Agent

WAGES AND EMPLOYMENT TRENDS

New York City

2006 Entry-level hourly wage	\$10.82
2006 Median hourly wage	\$18.13

New York State

Job growth outlook 2004–2014 (from 7,190 in 2004)	-13%
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JOB CHARACTERISTICS

What do cargo and freight agents do?

- Negotiate and arrange transport of goods with shipping or freight companies.
- Notify consignees, passengers, or customers of the arrival of freight or baggage, and arrange for delivery.
- Advise clients on transportation and payment methods.
- Prepare manifests showing baggage, mail, and freight weights, and number of passengers on airplanes, and transmit data to destinations.
- Determine method of shipment and invoices, and other shipping documents.
- Check import/export documentation to determine cargo contents, and classify goods into different fee or tariff groups, using a tariff coding system.
- Estimate freight or postal rates, and record shipment costs and weights.
- Enter shipping information into a computer by hand or by using a hand-held scanner that reads bar codes on goods.
- Retrieve stored items and trace lost shipments as necessary.

- Pack goods for shipping, using tools such as staplers, strapping machines, and hammers.

In what type of *conditions* do cargo and freight agents work?

- **Telephone.** Frequent telephone conversations.
- **Contact with others.** Requires contact with others (face-to-face, by telephone, or otherwise).
- **Sitting.** Requires time sitting.
- **Time pressure.** Requires meeting strict deadlines and remaining on schedule.
- **Duration of typical work week.** May require long hours/work weeks.

EMPLOYEE CHARACTERISTICS AND QUALIFICATIONS

How much *education* must a cargo and freight agent have?

A high school diploma or GED is usually required; some employers may require vocational training or job-related course work too.

What kind of *licensing* must a cargo and freight agent have?

Cargo and freight agents do not require licensing.

How much *work experience* should a cargo and freight agent have?

Some work-related skill, knowledge, or experience is helpful but is usually not required.

What type of *job training* does a cargo and freight agent need?

Anywhere from a few months to one year of working with experienced employees.

What are the most important *abilities* a cargo and freight agent should have?

- **Oral comprehension.** The ability to listen to and understand information and ideas presented through spoken words.
- **Oral expression.** The ability to verbally communicate information and ideas so others will understand.
- **Written comprehension.** The ability to read and understand information and ideas presented in writing.
- **Speech clarity.** The ability to speak clearly so others will understand.
- **Near vision.** The ability to see details at close range (within a few feet of the observer).

What are the most important *skills* for a cargo and freight agent to have?

- **Reading comprehension.** Understanding written sentences and paragraphs in work related documents.
- **Active listening.** Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Critical thinking.** Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- **Speaking.** Talking to others to convey information effectively.
- **Negotiation.** Bringing others together and trying to reconcile differences.

RELATED OCCUPATIONS

- Counter Attendants, Cafeteria, Food Concession, and Coffee Shop
- Food Servers, Nonrestaurant
- Meter Readers, Utilities
- Postal Service Mail Carriers
- Weighers, Measurers, Checkers, and Samplers, Recordkeeping
- Parking Lot Attendants

SOURCE O*NET Summary reports and occupational databases. Retrieved May 2008, from <http://online.onetcenter.org/>.