

# Project IMDD



## Company Name

Union Air Freight (S) Pte Ltd

## Website

<http://www.uafrs.com.sg/>

## No. of Vacancies

Up to 4

## Internship Allowances

SGD\$1,000

Sign up your interest &  
Submit Resume – Scan QR  
Code



## Job Positions Available

### **Job Position: Air Freight Intern**

**Duration: Approx. 20 weeks**

**Location: 9 Airline Road #01-07/#04-27 Cargo Agents Building D,  
Singapore 819827**

### **Job Overview:**

This internship offers candidates a unique rotational experience across two of our five departments (10 weeks each): Sales Support, Customer Service, Import Operations, Export Operations and Finance/Admin/HR. The intern will gain hands-on exposure to key business functions, including shipment preparation, shipping documentation, customer coordination, sales quotations etc.

This role is ideal for candidates seeking a broad understanding of air freight while developing practical skills in communication, organization, and system usage within a dynamic, fast-paced work environment.

### **Key Responsibilities:**

#### **Department 1: Sales Support**

- Prepare customer quotations based on airlines rates and internal pricing guidelines
- Coordinate with customer service and operations colleagues and external parties to execute and monitor shipments.
- Answer any queries from customers, customer service and operations colleagues.
- Build and maintain key customer relationships and gather market information.
- Any other tasks assigned by sales support team.

#### **Department 2: Customer Service**

- Create air export jobs and job costing in the freight management system (Freight Master).
- Quote and propose air freight solutions to customers, and coordinate shipment arrangements.
- Negotiate with airlines on rates and bookings based on shipment requirements.
- Provide instructions to export operations colleagues on air waybill preparation, special handling and cargo lodge-in requirements.
- Support daily operations by assisting with documentation, filing, and basic shipment tracking.
- Any other tasks assigned by customer service team.

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**Key Responsibilities:**

**Department 3: Import Operations**

- Create and enter import jobs into the system accurately (Freight Master).
- Coordinate with internal teams and customers to collect shipment details and prepare required documents for import clearance.
- Assign jobs to vendors for terminal clearance and coordinate with traffic planner on deliveries.
- Ensure data accuracy and maintain records in line with company and regulatory requirements.
- Support daily operations by assisting with documentation, filing, and basic shipment tracking.
- Any other tasks assigned by Operations team.

**Department 4: Export Operations**

- Prepare and cut export air waybills (AWB) based on shipping instructions.
- Coordinate with internal teams and customers to collect shipment details and prepare required documents for export transfer.
- Ensure data accuracy and maintain records in line with company and regulatory requirements.
- Support daily operations by assisting with documentation, filing, and basic shipment tracking.
- Any other tasks assigned by Operations team.

**Department 5: Finance/Admin/HR**

- Assist with data entry, filing and verification of financial documents, including airline and vendor invoices, receipts and ageing records.
- Support accounts payable team in ensuring timely payments.
- Support internal teams in digitalisation and process re-design.
- Help plan and execute welfare events, training and other employee engagement activities.
- Any other tasks assigned by the Finance team.

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**Requirements:**

- Pursuing a nitec / diploma / degree in Business, Logistics, Supply Chain or other related fields.
- Good written and verbal communication in English; able to interact professionally with internal teams and external parties.
- Accuracy in data entry, document handling, and system updates is essential across all roles.
- Basic knowledge of Microsoft Office (especially Excel, Word, Outlook)
- Proactive, adaptable, and able to manage tasks across different departments with a team-oriented mindset.

**What you will gain:**

- **Holistic Air Freight Business Understanding**  
Exposure to our core operational, customer-facing, and support functions provides you a well-rounded view of how different departments collaborate to execute an air freight shipment.
- **Practical Skill Development:**  
Hands-on experience in job entry systems, documentation (e.g., AWBs, quotations), communication, and data handling enhances technical and administrative skills.
- **Improved Communication & Coordination Abilities:**  
Working with internal teams, clients, shippers, and overseas agents sharpens your interpersonal, coordination, and problem-solving skills across different business contexts.
- **Career Clarity & Versatility:**  
Exploring multiple functions helps you identify areas of interest and strength, supporting more informed career decisions and readiness for diverse roles.