

Air freight forwarder

Air freight forwarders coordinate shipments through carriers, customers and other logistics partners. They arrange and monitor transport rather than necessarily handling freight themselves. Forwarding is distinct from licensed customs brokerage: a forwarder may coordinate with a broker without holding that broker's legal authority. The examples also show that experience thresholds differ substantially between posts.

What the role does

- Coordinate bookings and shipment progress with relevant partners.
- Maintain transport information and keep customers informed.
- Resolve documentation or service discrepancies within assigned authority.

Where the work happens

Forwarding office, communicating with customers, airlines, road carriers and customs specialists.

Employer example 1

DSV • South Africa - Kempton Park • Freight Forwarder, Air Exports, Air & Sea

Vacancy status unconfirmed not an offer • Checked 2026-10-27 [E065-DSV-ZA]

Category	What this employer states
Essential in this source	Matric and at least seven years' air-export experience. Intermediate Excel, Word and Outlook; client coordination, problem resolution and deadline management.
Desirable in this source	CargoWise experience; own reliable transport.
Other stated conditions	Late/weekend roster and travel when required.

Specific experienced South African post; its seven-year threshold is not a profession-wide entry rule.

Employer example 2

DSV • United States - Atlanta, Georgia • Freight Forwarder Air Import

Vacancy status unconfirmed not an offer • Checked 2026-10-27 [E065-DSV-US]

Category	What this employer states
Essential in this source	English fluency, Microsoft Office and stated logistics/customs knowledge; organisation, communication and numerical capability.
Desirable in this source	Freight/logistics experience; air-import experience strongly desired; additional languages and logistics software.

Specific US post. Experience appears as preferred, not an absolute minimum; no degree or brokerage licence is inferred.

PREPARE AND VERIFY

Separate requirements from preparation

England: occupation reference, not a worldwide licence: The occupational map recognises air-freight forwarding as a defined occupation. It is a learning reference, not evidence that the reviewed employers require an English apprenticeship. Applicable customs, security and dangerous-goods permissions depend on the actual assigned functions. [O065-SKILLS]

Still to verify: Two specific employer examples verified, both with unconfirmed current availability. South African and US function-specific regulatory applicability remains unresolved; the English occupation map does not fill that legal gap.

Explore a realistic entry route

- Compare import and export vacancies by responsibility rather than title alone. Identify whether the employee coordinates movement, handles documentation, manages customer accounts or physically handles cargo. A combined role may need several separate competencies; a forwarding title does not settle the question.
- Build a local evidence list from current employers: required education, essential systems knowledge, preferred experience and training offered. The two DSV examples illustrate different recruitment expectations. Do not turn the stricter advert into a global minimum or assume the less restrictive one guarantees an entry-level offer.
- Practise accurate communication, spreadsheet organisation and checking dates in ordinary work or study. Learn introductory trade vocabulary from public sources, while leaving customs advice and dangerous-goods decisions to appropriately authorised people. Ask which specialist tasks the post actually includes before buying training.

Build evidence of your skills

- Create a fictional shipment-status board using invented references and dates. Separate planned milestones from confirmed events, record the source of each update and flag missing information without inventing progress.
- Write two versions of a customer update: a short clear message and a detailed internal handover. Explain the uncertainty and the next review point without promising a delivery result beyond your control.

Prepare for an interview

Reflection prompts only, not questions claimed to be used by an employer.

- Preparation prompt: describe a time you coordinated several people after a plan changed. What did you verify, communicate and record? Use a genuine example, not a fabricated international shipment.
- Ask how the role interfaces with licensed brokers, airlines and warehouse teams, what systems training is provided and which tasks require additional assessment. Confirm the actual roster and site rather than assuming office-only hours.

Investigate possible next roles

Possible directions include customer-account coordination, trade-lane expertise or forwarding-team leadership after experience. Moving into brokerage, security or dangerous-goods specialisms requires separate scope and competence checks.

Sources and scope

[\[E065-DSV-ZA\] DSV Freight Forwarder, Air Exports, Air & Sea](#)

Vacancy status unconfirmed not an offer. South Africa - Kempton Park. Checked 2026-10-27.

[\[E065-DSV-US\] DSV Freight Forwarder Air Import](#)

Vacancy status unconfirmed not an offer. United States - Atlanta, Georgia. Checked 2026-10-27.

[\[O065-SKILLS\] Skills England International freight forwarding specialist - Air freight](#)

Approved occupational map describing air-freight forwarding work. An English occupation reference, not a US or South African licensing rule or automatic qualification equivalence. Checked 2026-10-27.

Educational requirements guide, not operational instruction or an employment guarantee. Verify current requirements with the relevant authority and employer. Conditions belong to the named employer, post and jurisdiction. They are not worldwide eligibility rules; check the current advertisement and local authority before making training or application decisions. No customs declaration, shipment classification, trade-law advice, cargo acceptance or operational routing instruction is supplied. No job guarantee.