



Trade Operations Coordinator (Agri-Food)

A container of organic quinoa leaves a warehouse in Bolivia. If the organic transaction certificate is not issued on time, the cargo permanently loses its organic status. There is no appeal and no second chance. Someone has to make sure that never happens — across roughly forty shipments at once, spread over 3 continents with exporters who do not always answer their email. That is this job.

Are you ready to make trade happen?

Ponto International trades organic and conventional food commodities (quinoa, chia, sesame, Brazil nuts, macadamias, cashews and a few others) from producers in Latin America, Africa and Southeast Asia to buyers in Europe, the United Kingdom and North America. We are hiring a Trade Operations Coordinator to take full ownership of transactions from the moment a sale closes to the moment the container is delivered and any quality or food safety claim is settled.

What you will own:

- Accept handovers of closed sales transactions and verify every detail against the contract, the purchase order and upload it to our CRM.
- Prepare and issue the shipping instructions that tell the supplier exactly how to load, label, document and ship the cargo.
- Work the deadlines backwards from the vessel departure date, and drive suppliers and buyers to meet them.
- Coordinate sampling, laboratory analysis and label approvals, and secure written buyer sign-off before the cargo moves.
- Make sure regulatory documents (certificates of inspection, security filings, phytosanitary certificates) are issued in time and correct.
- Keep all sides informed, in writing, in a record that will still make sense many months later
- Investigate and mediate quality and timing claims when things go wrong, and negotiate settlements that keep both the buyer and the supplier trading with us.
- You are not a messenger between the buyer and the supplier. You understand the transaction better than either of them, and you move it forward.

What we need from you

- Experience in food commodities — trading, sourcing, processing, import/export or quality assurance.
- Working knowledge of food safety: contamination and foreign material risk, microbiological and pesticide residue testing, shelf life, storage conditions.
- Excellent written communication. Most of this job is email, and your emails become the evidence when a claim arrives. This is not negotiable.



- The instinct to verify. When the contract says one thing and the shipping documents do not agree, you notice, and you stop and you solve a problem before it even happens.
- The willingness to chase people. Suppliers go quiet. You call, you text, you email, you find a colleague of theirs — without losing your temper and without giving up. This is the requirement we care about most.
- Comfort holding a deadline you cannot personally meet. Everything critical in this role depends on someone else acting on time. Yet, you need to deliver the cargo.
- Organisation that survives volume. You will carry 40 to 60 active shipments at once.

Working here

- Fully remote, anywhere in Latin America
- Full time, reporting to our Operations Director
- Flexible hours, with the bulk of the work falling between 07:00 and 15:00 New York time. Vessel schedules and port cut-offs set the deadlines, not office hours, so occasional flexibility outside the core window is part of the work.
- Compensation competitive and based on experience

PONTO International is an equal opportunities employer. If you meet the above requirements you are encouraged to apply. Your gender, your gods, your sex life, your skin colour, your origin, your disability status, or your big-shot relative does not make a difference here. PONTO International is a progressive and open-minded meritocracy. If you meet the prerequisites above, and you are good at what you do, come as you are!