

“

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Name:  
**Joan Calder**

Job title:  
**Branch Manager  
Glasgow**

Company:  
**Kuehne + Nagel**

Pathway:  
**Branch Manager**



**KUEHNE+NAGEL**

### What does your current role entail on a day-to-day basis?

I support my sea and air freight colleagues with all aspects of running and growing a successful business including, the development of new customers, retaining existing business, profit and loss management and the day-to-day running of our busy Glasgow Branch.

Another important aspect of my role is employee training and development. Here at Kuehne + Nagel, business never stands still and neither do our colleagues. It is my responsibility to set objectives for all employees along with a 'Personal Performance Plan' to ensure that we are helping to constantly developing our team.

Other responsibilities include Quality, Safety, Health and Environment, Legal and Facilities which all fall under the branch umbrella, making the job extremely diverse and very interesting.

### How did you start in the industry?

I began my career working in the Overland department for a Dutch Company called Frans Maas.

### Could you describe your career journey?

My journey into Logistics started with the Dutch Company Frans Maas.

After joining as a junior and gaining a wealth of experience in all aspects of Overland, I was offered a job with American Global Forwarder MSAS.

At MSAS I worked as an Airfreight Supervisor within a large team in a very fast moving environment. Working with so many knowledgeable people provided me with a great understanding of the job and it was here that I developed an appetite for logistics.

After a few years I left MSAS and decided to make a career with Kuehne + Nagel. I joined the company as a Customer Services Manager in Glasgow and quickly progressed to Airfreight Manager, which is where I stayed for 13 years.

Today I am the Glasgow Branch Manager - it has been an amazing journey and every day I am still learning.

### What have been the highlights of your career?

The first was becoming Airfreight Manager and the second was progressing to the Glasgow Branch Manager position.

### Looking back, how valuable was the early part of your career?

Very important! It has shaped me into who I am today and provided me with a good understanding of how our industry works across all modes. I am still learning something new every day, there is never a dull moment in this industry!

### How important is support from colleagues?

People are the key to success! If you do not have the support of your colleagues you would find it difficult to navigate within such a large organisation.

### Why should someone consider a career in Freight Forwarding?

It's dynamic, interesting, no two days are ever the same and it provides a great career. You have the opportunity to meet wonderful customers, make great friends and it also gives you the chance to travel ...what's not to like!



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