

Customer Service Representative

Principle Accountabilities:

- ✓ Order management - ensure all orders are correctly entered in the system
- ✓ Produce quotes for all incoming pricing requests from assigned clients, and maintain master pricing data sheets
- ✓ Verify all information is accurate in preparation for invoicing
- ✓ Prepare and send performance data analytics reports to customers
- ✓ Coordinate and test any new order system integrations with relevant IT departments
- ✓ Ensure quality standards specified by the client (SLA and SOP) are being adhered to at all times
- ✓ Maintain daily contact with the customer, reply to client requests in agreed time, and follow-up on customer needs
- ✓ Identify, and highlight internally, possible areas for improvement or opportunities for growth within client accounts
- ✓ Professionally handle first level customer complaints
- ✓ Identify and escalate any business critical matter to the assigned OKAM (second level customer complaints)
- ✓ Handle customer claims and coordinate with relevant internal departments accordingly
- ✓ Produce weekly reports on accounts for internal customer satisfaction analysis
- ✓ Contribute to CAPA (corrective action, preventive action plan) report on a daily basis

Your qualifications:

- ✓ Partner with OKAM and Operations teams to most effectively manage client relationships
- ✓ Correspond with national and international customers and forwarding agents
- ✓ Passion for customer service
- ✓ Excellent verbal and written communication skills (Organize and communicate information clearly)
- ✓ Strong computer efficiency (Microsoft Office Suite)
- ✓ Interest or experience in transport industry
- ✓ Ability to plan and prioritize daily tasks and responsibilities
- ✓ Ability to work independently to meet individual performance goals
- ✓ Proven ability to build relationships
- ✓ Demonstrated ability to work well under pressure
- ✓ Language skills: English and French are mandatory, German and/or Chinese would be an advantage

We offer:

- ✓ An international environment full of challenges and development opportunities
- ✓ An interesting and competitive salary

If you are interested in applying for this job, please send your application by email to job@wallenborn.com