

POSITION DESCRIPTION

1 Customer Service Representative, Air Freight/ Ocean Freight

Corporate Unit:	Schenker Philippines Inc.
Location:	Sucacat
Reporting to:	Customer Service Supervisor
Staff Responsibility:	Individual Contributor with no direct reports

2 General Description

This position is responsible in dealing with customers' (internal and external) inquiries, provide cargo status information and maintain effective communication in order to achieve service excellence.

3 Specific Accountabilities

- To handle all customers' inquiries, complaints, claims follow up, cargo status, verify credit terms, credit status, etc. in a professional manner.
- To handle bookings and coordinate cargo arrangements (uplift, pick-up time, etc.) with concerned departments within company policies and procedures.
- To handle all communications (i.e., telephone, e-mails, fax, etc.), inquiries of customers (internal and external) and provide timely responses and escalations as needed.
- To update and maintain the integrity of customers' data.
- To resolve all customer issues/problems and coordinate/escalate with concerned departments when needed.
- To comply with customers' standards and monitor KPIs as required.
- To prepare and submit accurate and timely reports required by management and customers.
- To properly file, update, and safe keep all pertinent documents/records of the company.
- To perform other tasks as required.

4 Skills Required

- Good Communication Skills both oral and written
- Proficient in the use of MS Office Applications (MS Word, Excel and PowerPoint)
- Customer and Service Orientation
- Interpersonal Skills
- Business/ Technical Acumen
- Technology Management
- Geography
- Freight and Logistics Operations Knowledge
- Influencing and Negotiating Skills
- Problem Solving
- Teamwork and Cooperation

5 Experience and Qualifications

- Candidate must possess at least a Bachelor's/College Degree in any Business related course or the equivalent.
- At least 1-2 year(s) of working experience in the related field is required for this position.