

客服专员 / Export CS

Job Description:

- 1. Booking Release:** Check Space, confirm booking with correct routing, select correct RFA/SC number and commodity code.
- 2. CSVC Process:** Update container size/ Postpone shipment/ update POD as per customer's request, update broken routing, bl release.
- 3. D&D Invoice Creation:** Check the container movements/sailing date, then create D&D invoice correctly and timely.
- 4. VGM Check:** Check VGM data before vessel sailing and push booking agents to provide it timely.
- 5. Reply Requirements:** Reply customers or agents daily enquiry for each trade, help a/cs for cargo tracing, problem solving etc.

Qualifications:

1. Sound shipping or logistics business knowledge.
2. Fluent in both written and spoken English, above CET-6.
3. University degree or above.
4. At least 1 year related working experience in logistics or shipping industries.
5. Excellent Computer skills, experienced and knowledges on MS Office.
6. Strong presentation and communication skills.
7. Good attitude and willing to learn.
8. Able to work under pressure.