

客服专员 / CSR (TP/EU)

Job Description :

1. Timely response with offering attentive solution to customers through phone, email or other E-platform for varies requests. The requests include but not limited to:

a) Booking related follow up with offshore offices

b) Booking handling procedure, includes booking closing

c) Container status track and trace

d) Empty pick up/laden return location and procedure

e) Container cut off and late come arrangement

f) Invoicing (D&D and Non-Shipment Freight invoices)

2. Partner with front line sales to strengthen customer relationship through:

a) Timely reflect and monitor booking trend and quality market information from legitimated channel to sales in charge to facilitate business retention and development

b) Joint sales visits or regular service review meetings

c) Manage/maximize space with booking management and operation processing for full utilization of BSA

d) Promotion of company E-products to enhance business process efficiency including E-booking, E-SI, E-tracking over E-Platform.

3. Coordinate with internal departments to streamline daily operation and offer solutions to enhance customer experience. Engage in any unsolved or potential complaints.

Qualification:

1. College degree or above.

2. Good communication skills.

3. Good command of written and spoken English and Chinese.
4. Proficiency in MS office.
5. Interpersonal skills and be a good team player.
6. Customer-oriented, proactive and energetic.
7. Well organized, detail-minded and self-motivated with great initiative.
8. Willing to work under pressure and attentive to procedure.