

## 客服专员 / Export CS

### Job Description:

#### Daily Jobs:

- Check space and routing, RFA/SC, commodity for booking release
- Apply DG/OOG and special container shipment
- Check and update booking status
- Check shut down cargo and arrange rollover or cancel
- Inform MOLIP to add late gate-in fee, and others
- Compare loading summary and tally report
- D&D after booking closure
- ENS/AMS check before ETB
- VGM check after booking closure
- Apply COD and mass update
- Vessel closure

#### Communication

- Customer advisory and notification
- Email or telephone for both internal and external
- Offshore office communication

#### Reports:

- Sent SOC list to EQC
- Send CBF before cut-off time – 3hrs
- Send no rate list before ETB to sales
- Check bill status report and help offshore to complete BL issued
- Send notice to ACCT after all BL completed

#### Behaviour:

- Responsibility, reliability and stability

- Constant innovation

- Cooperation, planning and coaching

**Qualification:**

1. Sound shipping or logistics business knowledge.

2. Fluent in both written and spoken English, above CET-4.

3. College degree or above.

4. Excellent Computer skills, experienced and knowledges on MS Office.

5. Strong presentation and communication skills.

6. Good attitude and willing to learn.

7. Able to work under pressure.