



CHINA NAVIGATION

Customer Service Officer

"Two thirds of the earth is covered with water...."

"Makes sense to work for a shipping company"

Key points

- Global organization
- Based in Sydney CBD, Spring Street
- Salary commensurate with skills and experience

About the role:

To manage all aspects of the Export Customer Service function including export bookings, provision of schedule information and empty equipment releases.

To deliver a high standard of customer service ensuring performance and productivity targets are met.

Key responsibilities

- Handle customer telephone and email enquiries with a high level of customer service at all times
- Provide timely response to booking, empty container availability and schedule requests
- Maintain accurate booking information in the shipping operating system
- Ensure the timely receipt, relay, processing & approval of all hazardous, breakbulk & out of gauge cargo
- Distribute sailing schedules and customer notices to customers
- Participate in ongoing quality controls as set by supervisors and managers
- Be proactive in improvements

Skills/experience required

- Relevant industry degree qualifications an advantage
- Minimum 2 years shipping experience and/or relevant Customer Service experience an advantage
- Ability to work in a team environment
- Excellent communication and interpersonal skills
- Strong relationship building experience
- Strong analytical and problem solving abilities
- A high degree of self-motivation
- High attention to detail is a must
- Ability to learn new concepts and procedures quickly and efficiently

Culture & benefits

- Staff initiatives and incentives provided
- Corporate superannuation/pension plan offered
- Company contributes towards corporate medical insurance

About us:

Swire Shipping is the brand name for all liner shipping services operated by The China Navigation Company Pte Ltd (CNCo). We have provided niche, regional, multipurpose shipping services since 1883 when CNCo established liner services in Australasia. We are a leading provider of multi-purpose liner shipping solutions offering comprehensive port to port coverage in Australia and Internationally

We strive to exceed industry standards in customer service and operational excellence. We recognise that our customers are the heart of our business and strive to work in partnership with our customers to achieve mutual success.

Apply

If you would like more information about this opportunity or to submit your application, please email your resume and covering letter by close of business by Friday 26 January 2018 to recruitsst@swirecnco.com or apply via Seek.

TEAMWORK/EXCELLENCE/INTEGRITY/HUMILITY/ENDEAVOUR/CONTINUITY