



Mission: To provide the best feeder solutions, and be the feeder carrier of choice.

Core Values: To ensure **Integrity** by delivering what we promise and be **Service Oriented** by putting our customers before us, always going the extra miles to service their needs.

Vision: To be the world's most geographically diverse common carrier.

JOB PROFILE:

Customer Service Representative

General Information

Purpose of the role: To ensure accurate and timely processing of bookings and customs declarations on behalf our clients. The role will involve full customer service responsibilities for the services handled, including management of bookings, declaration of customs, husbandry agent coordination and monitoring / reporting of service performance.

Reports to: Customer Service Team Leader

Number of reports: 0

Role responsibilities

Main Accountabilities:

- Ensure that the bookings and load lists are received and updated within required timelines.
- Build close working relationships with X-Press customers.
- Arranging customs declarations and declaring DG cargoes on behalf of X-Press customers.
- To have full control of the services handled and be able to spot missing customers and/or volumes.
- Ensure that customers provide constant quick and appropriate responses.
- Assist Line Managers / Line Manager's Assistants / Planners as and when required.
- Insertion of bookings into X-Press's internal system
- Generate the Booking ELL & Recap (and COPRAR for Planning team).
- Inform agents about move count per terminal to allow for berthing planning.
- Generate the ships' bag, ensure that the documents received are in complete and correct order, and generate a manifest for the agents.
- Send the final load lists to each terminal of call for their information.
- Inform customers about cut off messages of the terminal (received 6 hrs before operations commence).
- Create and supervise the whole process for Third party vessels and partnerships (request of space, creation of lists, IMO cargo, chase for loading confirmations)
- Claim the loading confirmations for Third party vessels (for PSF purposes and for the planners)
- Arrange terminal shunting when required



JOB PROFILE – BOOKING DESK

Key performance Indicators:

- Accurate and on time internal and external communication
- Value on providing high level of customer satisfaction
- Good internal working relationships
- Usage of EDI files to avoid manual input and improved process efficiency.

Appropriate level of education, knowledge and working experience:

Education & Knowledge

- Shipping/Logistic/Transport studies or experience an advantage
- Fluent in English (German proficiency an advantage)

Personal characteristics:

- Detailed, meticulous and strong problem solving skills
- High level of accuracy, reliability and autonomy
- Able handle information confidential
- Good communication skills and strong interpersonal skills
- Team player