



Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:

Toll Free Phone: (866) 225-9067

Toll Free Fax: (877) 825-7564

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Job Board Posting



Careers.Indigenous.Link

Date Printed: 2024/04/28

Ocean Import Customer Service Agent

Job ID 56-81-21-ED-26-53

Web Address

<https://careers.indigenous.link/viewjob?jobname=56-81-21-ED-26-53>

Company Panalpina Inc.

Location Montreal, Quebec

Date Posted From: 2019-03-20 To: 2019-09-16

Job Type: Full-time Category: Supply Chain and Purchasing

Languages * Fluent In English & French (written And Spoken)

Description

Ocean Import Customer Service Agent

Apply now Apply now

Date: 18-Mar-2019

Location: Montreal, Canada

Req ID: 159429

Job Function: Ocean Freight

Full-Time/Part-Time: Full-time

Contract Type: Temporary

Job Level: Professional

Department: Ocean Import (OF-4), Ocean Freight

Location: Montreal (YUL), Canada

Full time/Part time: Full-time, %

Start Date: 01/03/2019

The Panalpina Group is one of the world's leading providers of supply chain solutions. The company combines its core products of Air Freight, Ocean Freight, and Logistics to deliver globally integrated, tailor-made end-to-end solutions for eleven core industries. Drawing on in-depth industry know-how and customized IT systems, Panalpina manages the needs of its customers' supply chains, no matter how demanding they might be. Energy and Project Solutions is a specialized service for the energy and capital projects sector.

The Panalpina Group operates a global network with some 500 offices in more than 70 countries, and it works with partner companies in over 90 countries. Panalpina employs approximately 14,500 people worldwide who deliver a comprehensive service to the highest quality standards "wherever and whenever."

We are looking to hire a Ocean Import Customer Service Agent to serve as the exclusive Ocean Product point of contact for the customer and conduit between client and documentation processing unit, ensuring operational excellence, high productivity and customer satisfaction.

Responsibilities

- * Receive & validate customer order (G/L, quotation and handling instructions)
- * Arrange for pick up of cargo from carrier location, Arrange transportation of freight to consignee destination.
- * Communicate with and ensure release of the freight from ocean carriers
- * Answer all customer inquiries in accordance with the Customer Service Policy standards
- * Ensure customer satisfaction and retention by answering all customer inquiries email within 4 hours and telephone within 2 hours during regular business hours
- * Further increase customer satisfaction and business share through proactive and regular contact. Establish customer communication preference (e.g. phone, email, fax, visit)
- * Handle and manage all customer contact at file level regarding exceptions, including follow up to resolve exceptions
- * Serve as a liaison between Document Processing, Billing, Customs Clearance and Customer regarding all shipment details.
- * Support OSC with documentation as required
- * Reporting of shipment progress as required by the customer
- * Updating internal electronic systems as required (Tracking reports, data quality)
- * Ensure all necessary documentation is collect prior to delivery of shipment (Bill of lading, freight charges, others)
- * Claims, IHT
- * Other duties as requested

Qualifications

- * Good knowledge of Panalpina's Ocean freightâ€™s strategy and products.
- * Good knowledge of the ocean freight industry
- * Thorough and comprehensive knowledge of Panalpinaâ€™s systems & processes related to Ocean freight
- * Good judgment and organizational skills and ability to make decisions
- * Excellent knowledge of freight forwarding and regulatory requirements with Minimum of 3 years in Ocean freight industry
- * Proficient in Panalpina forwarding and MS Office applications

Skills

- * Profound ability to focus on customer service as a core value, increasing operational efficiencies and setting and monitoring high standards of quality while taking necessary steps to retain and improve customer relationships
- * Strong problem-solving skills
- * Good ability to organize, including prioritizing, planning, follow-up, assigning and controlling objectives
- * Good ability to drive innovation, manage change and deal with ambiguity, devising effective change management processes
- * Good ability to present and articulate
- * Excellent ability to communicate with Internal and External Customers (both verbally and in writing) using advanced interpersonal skills
- * Is result oriented and places great emphasis on customer focus
- * Team player attitude
- * Strong ability to maintain focus under stressful situations

Languages

- * Fluent in English & French (written and spoken)
- * Other languages (written and spoken) preferred but not required

Contact

If you wish learn more about this opportunity please apply at

<http://www.panalpina.com/www/global/en/home/careers.html>

Panalpina Inc. is an Equal Opportunity Employer â€“ Panalpina Inc. souscrit au principe dâ€™Ã©quitÃ© en matiÃ¨re dâ€™emploi.

Panalpina welcomes and encourages applications from persons with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process including recruitment, assessment, selection and hiring stages. Please contact us at 1-905-755-4545 should you require any accommodations.

How to Apply

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