

# Colombia Jobs Expertini®

## Customer Experience Consultant - 4PL

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Company: Maersk

Location: Bogotá

Category: business-and-financial-operations

As Lead Logistics Customer Experience Agent, you are responsible of a number of assigned Supply Chain (SCM) accounts, taking the responsibility of the efficient shipment coordination as well as the correct execution of the Service Level agreed with clients.

### **Your responsibilities:**

Professional and efficient coordination of the assigned SCM account (s).

Ensure KPI's, clients' SOP/IOP/SLA and company's procedures compliance, focusing always on a high customer service level.

Accomplish and monitor the time frame given by SCM clients at each shipment stage.

Maintain good relationship with External/Internal Customers and suppliers, living our company values.

Support Lead Logistics Team on the operational procedures' review as well as new accounts, procedures and systems implementations.

Weekly report Lead Logistics CX manager through the MOS presentation about account's performance.

Continuously strive to improve data quality, service levels and productivity.

Support on the identification of new business opportunities of the assigned accounts.

Monitor all open PO's as per client's SOP/IOP/SLA specifications.

Report any deviation to the operation as mapped in client's SOP/IOP/SLA. In case of export operation, to check every booking sent by vendors and report discrepancies to client via e-mail or C&E tool.

Work closely with the origin offices to ensure client's SOP/IOP/SLA are followed including Data Quality.

Process all bookings: booked with the nominated carrier, confirm bookings during the next 24 hours after discrepancies have been resolved (if any).

Send shipping instructions to carrier on time as per the client's SOP/IOP/SLA, taking care of the information is being sent.

Check destination countries' regulations before shipments departure in order to avoid any penalty.

Perform any transmission needed (e.g. ASN, ISF, 315 message), send it on time and follow up the correctly reception.

Update all the shipments details in MODS as per client's SOP when every event takes place in order to give end-to-end visibility or send the information to the GSC for MODS updates and follow those are performed.

Keep customers dully, on time and correctly informed about shipment status throughout the whole process.

Use Connective Task Management (CTM) Tool to ensure shipments are being attended properly.

Use Communication Cost Tool (CCT) to invoice cargoes on time avoiding Data Quality issues.

**What we are looking for:**

At least 5 years in operations or customer services roles in International Transportation, Logistics, or Freight Forwarding (Desirable).

Bachelor's Degree in international commerce, Administration, Economy, Engineering Careers or related areas.

Advanced level of written and spoken English

Knowledge of the freight forwarding business.

Planning and execution capabilities.

Analytical and problem-solving skills

Positive, proactive, and persistent.

Responsible and organized.

Good communication skills.

Ability to work under pressure keeping quality focus.

Excellent Stakeholder management.

#LI-JL1

#LI-Hybrid

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We are happy to support your need for any adjustments during the application and hiring process. If you need special assistance or an accommodation to use our website, apply for a position, or to perform a job, please contact us by emailing <.

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