

## Rep III - International Customer Service

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Company: World Courier de Colombia S.A.

Location: Bogotá

Category: office-and-administrative-support

Our team members are at the heart of everything we do. At Cencora, we are united in our responsibility to create healthier futures, and every person here is essential to us being able to deliver on that purpose. If you want to make a difference at the center of health, come join our innovative company and help us improve the lives of people and animals everywhere. Apply today!

### **What you will be doing**

Analyze shipment documents that are transmitted from/to World Courier offices, such as Invoices, Packing List, mawb, hawb, local documents and request amendments when needed.

Send, receive, and request instructions to/from World Courier offices to proceed with shipments following each Customs Regulations.

Instruct customers on how to fill up shipment documents and assist them on doubts regarding delivery/pick up schedule and customs regulations.

After checking shipment routing, carriers, shipment temperature and deadlines, schedule pick up/delivery with customer.

Keep World Courier offices, customers and all parties updated on shipment process.

Raise shipment orders on World Courier system.

Contact with customers using the different channels available and record the interaction

and status in World Courier systems.

Monitor and update World Courier system reports and jobs that requires feedback or action.

Follow World Courier procedures, working instructions and process, contribute with suggestions to improve the same and interact constantly as one of the team members that replicates the best practices in the area.

Follow up replenishments needs with drivers, airport staff and origin/destination offices to keep the cold chain as per World Courier procedures.

Instruct operation departments regarding shipment routes, package needs, labels, documents, delivery/pick up schedule, shipment handling and temperature-controlled instructions as aligned with customer.

Notify import arrivals to importers, broker, airlines, and airport administration company.

Confirm proper temperature-controlled storage, update World Courier system and update all parties involved.

Follow up replenishments needs with drivers, airport staff and origin/destination offices to keep the temperature controlled as per World Courier procedures.

Follow up clearance status and request empty box/temperature monitor recovery.

Analyze temperature monitor results.

Analyze if there is any issue and/or risk (mainly temperature controlled) at the delivery/pick up and notify leadership, work closely to propose solutions whenever is needed.

Identify, discuss, and bring to leader attention: shipment issues, delays, emails and system status, trends, customer comments, origin/destination office updates and department improvements.

Follow up and act on critical shipments such as local billing and cell and gene therapy.

Join and comment at meetings with OPS/CS teams/leadership and external meetings with customers.

Assist on new team members training.

Identify shipment issues and risks and solve problems whenever is needed.

## THIS IS A HYBRID POSITION

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of the normal responsibilities from time to time, as needed.

### **What your background should look like**

#### **EXPERIENCE AND EDUCATIONAL REQUIREMENTS**

##### **Mandatory:**

Fully graduated Business, Logistics, or International Trade.

2-3 years of customer service experience in logistics/ international business, transport shipment

Intermediate Office and Windows

##### **Desirable:**

Courier Operations and Customs/MOH Regulation knowledge.

Experience on exports and imports operations of Pharma Industry/Clinical trials, perishables, and cargo air transportation.

##### **Language Skills:**

Mandatory Fluent English Level (speak, read, and write)

#### **MINIMUM SKILLS, KNOWLEDGE AND ABILITY REQUIREMENTS :**

Proactivity

Energy

Agility in learning, executing processes and solving problems.

Analytical documentation skills.

Sense of urgency

Polite and kind person

Dedicated

Organized

Attention to detail and care in execution

Commitment

Teamwork skills and easy relationship.

Customer oriented

Good written and spoken communication skills

### **What Cencora offers**

All team members globally are provided with basic life insurance, personal accident insurance, business travel accident insurance, and EAP resources at no cost. Additional country-specific benefits such as healthcare, sick leave, death and disability, retirement, as well as perks and allowances may be provided. Details of programs vary by location.

### **Schedule**

Full time

### **Affiliated Companies**

Affiliated Companies: World Courier de Colombia

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