



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 attend Customers' requirements and give quick responses. Ensure the bookings and load lists are received within the datelines and information correctly updated.

The role will have full control of the services, coordination of shipments, control bookings, Loading lists, loading confirmations and other tasks related to this part of the chain.

Reports to: Customer Service Manager

Location: Barcelona, Spain

Role responsibilities

Main Accountabilities:

EXPORT/IMPORT

- Reception and process of bookings on own vessels and Partner's vessels.
- Generate Loading/discharging lists, cargo manifests, manifest of special cargo, etc...
- Check loading / discharging lists received from Terminals or Third-Party Agents and inform Customers accordingly
- Full knowledge and usage of systems
- Assist Line Managers, Planners and any other party involved when required.
- Ensure that Customer Service is correctly performed, with quick and appropriate responses to Customer's requirements
- Correct e-mail management.

- **JOB PROFILE – CUSTOMER SERVICE**

Key performance Indicators:

- Detailed, meticulous and strong problem solving skills.
- High level of accuracy. Organized and efficient
- Good communication skills and strong interpersonal skills
- Team player, proactive and positive attitude.
- Fluent in English

Please submit your CV: Monica.Herrera@x-pressfeeders.com