



OCEANBRIDGE

Job Title

Export Customer Service Team Leader

Location

Takapuna, Auckland

Job Type

Full Time

Job Category

Freight Forwarder

Oceanbridge are a New Zealand owned & operated company delivering a wide range of logistics solutions for NZ importers and exporters.

Be part of a successful company where your contribution will be valued. We offer a positive team environment, a great social club and modern offices located in central Takapuna close to the beach, shops, gyms and public transport.

Working within our Exports team, this full time permanent role will be responsible for overseeing 5 – 6 export staff, ensure the smooth running of the trade, supporting staff, monitoring workloads within the team, supporting the Export Managers and ensuring quality customer service is provided to our internal and external customers.

Duties and Responsibilities include:

- Team Leader & mentor for assigned FCL Customer Service team (5-6 people)
- Allocating tasks/customers based on team workload
- Ensure correct procedures/SOPs are followed
- Troubleshooting as needed
- Helping with job closing for the FCL shipments
- Handling shipments for your given accounts
- Overseeing special export projects
- CargoWise development including systems implementation and testing
- Supporting the team with shipping knowledge
- Technical assistance with SOPs
- Onboarding new customers
- Training staff (new and existing) in best practices around communications and customer services
- Implementing new systems to enhance customer interaction
- Communication development with Shipping Lines and service providers including utilisation of online tools
- Communicate to Oceanbridge staff any trade changes in systems and procedures
- Ensuring all communications with customers and service providers are helpful, courteous, timely and of the highest standard
- Dealings and relationships with other staff members are friendly and promote harmony in the workplace

Key technical skills and knowledge:

- Sound knowledge of Incoterms and supply chain systems
- 5+ years relevant New Zealand freight industry and product knowledge and can apply this experience appropriately
- In depth knowledge of border requirements and customs regulations across Europe, USA and Asia Pacific markets

- Must hold current IMDG Certificate. Sound knowledge of AMS and ISP filing (USA), AFR (Japan) and Emanifest (Canada)
- Excellent computer skills including intermediate to advanced level Excel. CargoWise experience preferred.
- Excellent communication skills, both written and verbal
- Ability to work to deadlines with resilience to work peaks
- High level of accuracy and attention to detail and experience in dealing with conflict resolution
- Proficient and accurate with numbers and freight calculations. Also, foreign currencies and forex conversion calculations

If this sounds like you and you're keen to work in a knowledgeable team and a fantastic company, apply now!

Application Email/URL

brittw@oceanbridge.co.nz

Company Name

Oceanbridge Shipping

Website

<https://www.oceanbridge.co.nz/careers/>

Video

<https://youtu.be/SBSazgyBgqI>