

KUEHNE+NAGEL



Customer Care Specialist - Sea Logistics

Kuehne + Nagel
Manukau & East Auckland
Manufacturing, Transport & Logistics
Freight/Cargo Forwarding
Full time

We have a fantastic opportunity for a Customer Care superstar to join our team on a full-time, permanent basis. It's a fantastic role for someone who loves to take real ownership of their work and prides themselves on their problem solving and customer service skills. We have positions available within both our import and export team so if you have experience in either one of these fields, please reach out!

This role is flexible in terms of location and will preferably be based in Auckland, however we are open to other locations within the country for the right candidate.

Your Tasks & Responsibilities:

Utilizing your strong freight forwarding + market knowledge, you will provide front line support for your clients and will support them by providing information, answering questions, and solving any issues.

- Driving customer excellence alongside the Sales and Operations Teams to ensure customer satisfaction and retention
- Determining specific service requirements / services and guiding customer/s on the end-to-end freight forwarding process
- Identify and pursue opportunities to up-sell and deliver value add services
- Building long term and effective relationships with customer/s (this may include offsite customer visits)
- Providing customers with up-to-date information on shipments (some manual reports). This will involve regular liaison with other internal departments e.g., operations and customs
- Liaising with regulatory bodies to ensure compliance with export documentation and processes

Your Skills & Experience:

- A minimum of 2-3 years freight forwarding experience
- Exposure to in depth customer service & export sea freight Operations processes within a freight forwarding environment
- Technologically and systems savvy, including MS Suite and excel
- Strong organisational skills including time management, ability to prioritise and multitask
- Able to work to deadlines and keep calm under pressure
- Impeccable communication skills both written and verbal
- Ability to think outside the square and solve problems, especially in relation to sea freight processes and issues
- Your positive attitude will enable you to build successful relationships with not only your team, but your customers too!

Why work for us?

We are proud to be a company that values the contribution our employees bring, and as such we provide some fantastic employee benefits;

- Fully subsidised health insurance for yourself and immediate family (dependent on visa status)
- 24/7 Gym membership
- Access to confidential EAP services
- Access to training, learning and development opportunities as well as career progression in a successful global organisation
- Flu vaccinations, birthday cakes, Christmas function/gift and more!

*Please note - we will only accept applications from those with current NZ working rights.

With over 82,000 employees at some 1,300 locations in over 100 countries, the Kuehne + Nagel Group is one of the world's leading logistics companies.

As an employer, Kuehne + Nagel stands for equal opportunity, and we are committed to diversity in our teams. We believe that you can make a valuable contribution to Kuehne + Nagel and look forward to receiving your application.

Contact:

Knnz.recruitment@kuehne-nagel.com