

### Job Description

<b>Job Title:</b>	Customer Service Executive		
<b>Business Unit/ Entity:</b>	Commercial		
<b>Department:</b>	Operation	<b>Section:</b>	Logistics
<b>Location:</b>			
<b>Job Grade/ Level:</b>	U3	<b>Date JD Completed:</b>	

### Job Objective

Customer Service Executive is responsible for managing day to day orders with Company clients and will be responsible for close follow up on orders and having good relation with clients. Success is based on the ability to maintain profitable customers/business.

### Reporting Relationships

- Reports to : Baiju Sivalan

### Communication

Internal Communication	Purpose
External Communication	Purpose

### Key Roles & Responsibilities

#### Duties and Responsibilities of Customer Service Executive

<ul style="list-style-type: none"> <li>• Communicating to the clients/customers in regards to the cargo which would have been shipped via land, air and sea freight.</li> <li>• Respond to all requests for quotes from internal parties within 24 hours from initial receipt</li> <li>• Respond to the problems of the customer promptly</li> <li>• Monitor the shipments on a daily basis, deal with any issues that may have occurred (like any lost shipments, SOB status, Shipment status, Container loading and positioning, Quoting)</li> <li>• Liaising with all overseas agent ,major Shipping lines and Airlines for procuring the best rates for quoting the customers.</li> <li>• Maintain records of interactions/shipments with the customers in an orderly manner</li> <li>• Coordinate/drive business for the company in cooperation with Business development and other relevant departments</li> <li>• Coordinate with the operation department to find solutions and resolve matters</li> <li>• Maintain a follow up on the customer, whose query you had solved,. Ensure they are satisfied with your answer.</li> </ul>
<ul style="list-style-type: none"> <li>• Ensure a high level of customer satisfaction maintaining close contact with all customers – including follow up on concerns or other issues</li> </ul>
<ul style="list-style-type: none"> <li>• Support team members when needed.</li> <li>• Provide excellent customer service.</li> <li>• Assist A/R collections when needed.</li> <li>• Maintain a positive attitude.</li> <li>• Follow all company policies, ethics and company procedures</li> </ul>

### Qualification/Experiences/Skills

Dimension	Minimum requirements
Education Qualification	- Bachelor Degree
Professional experience	- 3+ years of experience in Logistics Sales
Geographic experience	- Must have prior experience in GCC countries , Qatar is preferable
Computer skills	- Excellent presentation skills and computer savvy
Language skills	- English
Market/Industry/Functional knowledge	- At least +5 years operation experience in multiple products in logistics

### Milaha Competency Framework. Mark Essential (must have) or Desired (nice to have) as needed

Analytical Thinking	understands the relationship of different business issues; can easily pose future scenarios; deals well with complexity and abstraction; follows logical path; sees hidden problems	
Creative Thinking	tolerance for failure and false starts; comfortable with complexity and ambiguity; willing to try new ideas; uses many sources of input and makes connections; comfortable not having a complete picture before acting	
Relationship Building	knows when to push and when to hold back; uses win-win strategies; treats others with respect; acts diplomatically under pressure; wins without damaging the relationships	

Customer Focus	assesses customers need accurately; adapts to changing situations; anticipates the customer's reactions; can reduce tension; handles difficult customers tactfully and efficiently	
Achievement Orientation	high need to achieve results; work through barriers; pushes self to action; high energy for the things s/he enjoys; resilient, goes back with different tactic	
Risk Management	defines issues clearly; knows priorities; identifies key factors in the decision; able to assume risk; does not delay decision unnecessarily	
Compliance	makes process improvements; simplifies complex processes; is thorough; has control mechanism to ensure compliance; seeks process simplicity;	
Steadiness	listens and is patient; asks questions; tolerance for people differences; takes time to do things; takes a step by step approach, is methodical	
Individual	Organization Skills	Plans own work effectively. Set priorities and manages resources. Focuses on objectives
	Composure	Keeps emotions under control. Performs even under stressful situations. Has a positive influence.
	Openness & Learning	Open to change and to adapt to others and situations. Understands others and works with teams. Willing to learn and improve self.
	Commitment	Adheres to company missions and values. Promotes team spirit. Acts like an ambassador to the company.
People Manager	Integrity	Acts with respect and integrity. Treats people fairly. Is seen as consistent.
	Manage Others	Unafraid of debate or conflict; not aiming to please everyone; sets clear and measurable objectives; can take tough decisions on people; keeps team together;
	Motivate Others	Seeks to understand others; sees individual needs of people; uses variety of tactics to motivate; observes and evaluates behaviors; understands cause and effect of action;
	Develop Others	Sets development objectives and challenging targets; sets expectations clearly; measures and follows up on progress; encourages and gives feedback; gives freedom over how things should be done
Leader	Vision & Strategy	Inspiring communicator, creates enthusiasm; articulates thoughts and speech; can speak about complex vision in simple terms; anticipates future trends, sees long term and big picture; makes connections and uses multiple sources
	Organizational Agility	Knows the informal channels; uses the internal politics; influences effectively; develops strong networks; knows when to be patient and when to pus

### Approved by the First Line Manager (must be higher than Supervisor title):

**Name:** Aysun Ozgener Suzen **Date:** 19/01/2017

**Title:** Assistant Manager – Business Development

### Approved by the Department Head:

**Name:** Elias Abou Jawdeh **Date:** 19/01/2017

**Title:** Manager – Commercial

### Approved by the Human Resource Department:

**Name:****Date:****Title:**

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