



Company	: NewPort Europe B.V.	Date	: 01-01-2014
Location	: Moerdijk	Pages	: 4
Department	: Operations		
Function	: Customer Service Representative		

General Information

NewPort Europe B.V. is involved in the transportation of chemical liquids, food stuff and gases in tank containers. Main trades are Europe, North America, South America, Middle East, Africa, India and the Far East. NewPort Europe is responsible for all commercial and operational activities in Europe, the Mediterranean, the Middle East, Africa and India. The activities in some countries are performed by agents, however, controlled by NewPort Europe. The Organisation has in particular commercial, operational and financial staff.

Purpose of the function

To arrange the assigned transport orders in a cost conscious manner (Export/Import) within the directives, to manage the customers at operational level, ensure all relating documentation is up to date, and dealing with possible questions and/or problems which involve operational activities.

Organizational Position

The Customer Service Representative receives hierarchical leadership from the Manager Operations and functional leadership from the Team Leader Export/Import.

Result Area

1. Order planning (export/import) and take care of the transfer of information and verifies data and administrative process.
 - Ensures that the work is carried out in accordance with the agreed process and procedures.
 - Ensures timely equipment availability (requests tank containers availability to the Transport Department), verifies nature of cargo and arranges transport as required.
 - Takes customer details Import or Export and creates files.
 - Check files and received information on correctness and completeness.
 - Takes timely action internally and externally to complete the file.
 - Fills out missing information, records these in the respective file and sends the information to all parties involved (suppliers/customers)
 - Prepares the documentation relating to the export/import shipments and provides information to internal and/or external stakeholders, such as shipping details, transport instructions and pre-alerts.
 - Informs customers and/or other relevant authorities and third parties with regard to the loading instructions of a transport.



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- Agree, if necessary, the order for prioritising work with the Team Leader.
 - Reports progress of the mission and submits reports to the Team Leader.
 - Obtains and provides internal and external information for the daily schedule.
- Result: Arrange Order planning, given advice and support and transferred information ensuring that the execution of orders has been carried out according to directives and procedures. Anticipates developments, Irregularities are checked, resolved, or reported in a proactive manner. Proactively ensuring that all information is processed in a timely manner and parties involved have correct and timely information.*
2. Check details and draw order planning (Export/Import).
- Monitor developments, possibilities and problems in relation to the working area, and proactively reacts.
 - Focuses on the progress and quality of the activities. Collects information, notices irregularities and warns and/or takes action to resolve possible problems and/or improve the quality.
 - Ensures directives and procedures are being followed.
 - Plans checkpoints in conjunction with the Team Leader.
- Result: Put in checkpoints and noticed irregularities, in such way that Planning has been achieved according to policies and procedures, irregularities are checked and/or resolved within the given time frames.*
3. Manage Operational relationships.
- Is the first primary operational contact for the customer, supplier and service provider, with respect to the progress and possibilities of the transport orders.
 - Builds a network with existing customers, other transport companies and suppliers/service providers and maintain these relationships.
 - Communicates with the customer and/or agent regarding the progress and the quality of the operational activities, influences expectations and reaches agreement.
 - Applies risk assessment in relation to the requirements of the customers. Communicates the results and whether the required service level of the customer can be met.
 - Resolves standard operational questions and problems and if necessary consults the Team Leader.
 - Is responsible for the operational process and progress monitoring and discusses the conditions of the operational activities with the Team Leader.
- Result: Maximises operational relationships, closely monitors the operational process and ensures that service level agreements are timely renewed and can be tailored to ensure customer satisfaction.*



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4. Administration
- Check and ensure proper handling of the paperwork.
 - Is responsible for producing and checking of all transport documents.
 - Registers arrival/departure and any irregularities before, after and during the transport. Collect all relevant information (i.e. original costs)
 - Builds, archives the complete transport file
 - Instructs relevant parties to execute external customs activities
 - Ensures that actual costs of the initial order are in conjunction with the actual costs on job level. Any deviations are to be reported to the Team Leader.
 - Registration of residual loads and additional cleaning fee.
 - Prepares the invoicing and extra costs and advises Finance.
 - Ensures that the monthly demurrage invoice is completed within the set deadline.
 - After completing the order a Job Summary needs to be printed and verified for correctness.
 - Performing work outside the indicated result area as and when deemed necessary by the management.

Result: Administration completed in a timely manner and in line with the policies and procedures ensuring timely and correct information flow to internal and external parties.

Profile of the Function

Knowledge

- Minimum college (or equal), think and work level
- Fluent in Dutch, English and German, verbal and written.
- Knowledge of INCO terms
- Knowledge of IMDG, ADR and various quality systems and procedures -
- Geographical knowledge
- Knowledge and understanding of administrative procedures, logistic, process requirements and relevant law – and regulations.
- Knowledge of software applications



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Specific Characteristics

- *Social skills, necessary to deal with external/internal customers, and suppliers*
- *Accurate*
- *Customer Service Oriented*
- *Good communication skills*
- *Able to prioritise work, work under pressure and stress resistant*
- *Systems Oriented*
- *Team Player*
- *Able to prioritise work, work under pressure and is stress resistant.*
- *Able to meet deadlines*