

Customer Service Representative – Duisburg, Germany

General Information

NewPort Europe is specialized in transportation of chemical liquids, food stuff and gases in tank containers. Main trade areas are Europe, North and 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. In some countries the activities are performed by agents, however, controlled by NewPort Europe. The organization has in particular commercial, operational and financial staff.

The Customer Service Representative is responsible for entering and processing the assigned transport orders efficiently according the procedures and to ensure that all documentation is up to date. Also managing the customers at operational level and dealing with questions and/or problems involving operational activities.

Tasks & responsibilities

- Identify developments, opportunities and problems in relation to work processes, guidelines, and procedures and report to Team Leader.
- Ensure that supplier non-conformities are documented and resolved on time.
- Operational contact for customers and suppliers, regarding the progress and the quality of the operational activities.
- Build a network with existing customers.
- Resolve standard operational questions and problems and if necessary consult the Senior Customer Service Representative.
- Order entry and arrange transport as required.
- Enter new customer details in system and create customer files.
- Check files financially on correctness, completeness and timeliness.
- Prepare the documentation relating to the shipments and provide information to internal and/or external parties.
- Inform customers and/or other relevant authorities about deviations of shipments and loading instructions of a transport.
- Report progress and submit reports to the Senior Customer Service Representative.
- Perform work outside the indicated result area as and when deemed necessary by management.

Organizational position

The Customer Service Representative will become part of the Operations Department and reports to the Commercial Director Europe.

Profile

- College or university degree
- Knowledge of INCO terms, IMDG and ADR
- Geographical knowledge
- Knowledge and understanding of administrative procedures and logistics
- Fluent in German, English and Russian
- Computer skills

Specific characteristics

- Customer focus
- Driven by result
- Good organisation and planning skills
- Good communication skills and team player
- Accurate
- Able to prioritize work and cope with stress

Interested?

If you like what you see and you want an interesting job in an international and dynamic company, send your application and resume to our HR Department in Moerdijk (marlies.gerritse@newporttank.com). For detailed questions regarding the position, please contact our Commercial Director Europe, Jörn Rämpke (jorn.rompke@newporttank.com).