



Customer Service Representative

Are you a logistic coordinator by heart? Do you enjoy keeping the overview to make your customer happy? Join us now!

General information about NewPort

NewPort is specialized in transportation of chemical liquids, food stuff and gases in tank containers. We operate worldwide! NewPort Europe is responsible for all commercial and operational activities in Europe, the Mediterranean and part of Africa.

The Customer Service Representative is responsible for managing customer accounts at an operational level, monitoring assigned orders according to the procedures, ensuring that the orders are up to date and dealing with questions and/or problems involving operational activities. You enjoy to communicate with your customer in logistics and you will make sure to keep them happy!

Main responsibilities

- Keeping the overview of order handling in the NewPort computer system, according to the agreed procedures.
- Making sure that all information is processed in time and all parties involved have the correct and complete information in time.
- Optimize operational relationships and communication with your customers and internal departments.
- Monitoring the operational process using KPIs.

Day-to-day tasks

- Keeping the overview of operational & administrative handling of import and export orders.
- Enter new customer details in system and create customer files.
- Prepare initial stage of the shipments and provide information to internal and/or external parties.
- Inform customers, colleagues and/or other relevant parties about deviations of an order.
- Check files financially on correctness, completeness and timeliness.

Who are we looking for?

- A true team player with who never loses track of the customers' needs.
- To fulfill this position you have to be able to manage accounts, keeping the overview, be accurate, able to solve problems efficiently and take responsibility.
- Work experience in a similar position.
- Knowledge of INCO terms, IMDG and ADR.
- Knowledge and insight of the tank container branch
- Knowledge and understanding of administrative procedures and logistics
- Fluent in Dutch and English (German and French are a pré)

What does NewPort offer you?

- Salary, contribution in pension, holidays and commuting allowance!
- Working in an enthusiastic team in an informal working environment
- Opportunity to work on your professional and personal development

Please note that our headquarter is located in Moerdijk, a location which requires you to have your own car. *Interested? Send your resume and cover letter to careers.eur@newporttank.com*