

Customer Service, import

Maritime Transport & Agencies AB
Gothenburg, Sweden

Job description

Are you a team player and willing to go the extra mile for our customers?

Maritime Transport & Agencies is the agent for Vanguard Logistics Services one of the worlds leading neutral freight consolidation service providers offering global transport and logistic solutions, mainly focusing on LCL –Less than container load. Our team today consist of 40 employees in 8 countries with offices in Sweden, Denmark, Norway, Finland, Poland, Latvia, Estonia and Lithuania. We provide a global transport network for all companies, small to large businesses. By combining a strong local representation together with a strong global network, we can always find a solution for our customer's specific need.

Maritime Transport & Agencies AB is expanding and looking for a person with a positive and enthusiastic mind-set to our import team in Gothenburg.

KEY RESPONSIBILITIES

You will be a part of our import customer service team and develop our customer service approach together with your team. In this role, you need to be flexible and enjoy combining customer service with administration tasks.

You will focus on building and developing both customer relations and Vanguard relations. Taking care of bookings, documentation, planning, making quotations and mailings to customers are other daily tasks. Invoicing and establish/update customer records is also included in this role so you need to enjoy working with deadlines and set targets

WHO ARE WE LOOKING FOR?

We are looking for a person with service-oriented attitude with high motivation and drive. You have a genuine interest in customers, enjoys satisfying their requirements, finding solutions and offer high quality service. In this role, you need to enjoy having many tasks running simultaneously. The candidate we are looking for, is able to manage several responsibilities while maintaining a positive attitude towards our customers, partners and Vanguard.

Proactive communication is a success factor in this role, therefore we are looking for a person with great communication skills and who knows how to cooperate. Your written and verbal communications skills are excellent and you are fluent in both Swedish and English. You are a fast learner with good computer and IT skills. Previous shipping or forwarding knowledge is an advantage but not a demand.

As a person, we think you are humble, proactive, creative and business-minded in your thinking. You find it easy to build relationships and make long-term relationships with your customers and partners.

Happy customers is your goal and you are always ready to go that extra mile for them, just to make sure that they get satisfied with your service. We believe you have a passionate and positive mindset. In this role, you should like to work independently and take initiatives, as well as you enjoy being a part of a team.

Are you committed, like challenges and want to work in an international business where it is constantly changing? If you are as excited about this opportunity as we are, please send your application as soon as possible.

Position: Full time

Location: Gothenburg

Starting date: As soon as possible

For more information about the role you can contact Fredrik Håkansson, Phone: +46 31 720 3972 fredrik.hakansson@vanguardlogistics.se. Please also send your application to Fredrik no later than October 19th 2018 however, we are recruiting ongoing.

We are ready to hire as soon as we find the right candidate so act quickly!