

Job Vacancy



Position: Client Services Representative

Direct Report: Client Services Manager

Date posted:

Main Purpose:

Client liaison and responsibility to manage clients shipping requirements for the top revenue clients as allocated to your portfolio.

Key Responsibility Areas:

1. Client Liaison:

- Liaise with client continuously and in a pro active manner regarding shipment events.
- Attempt to seek extended business from existing clients.
- Present the company as and when required i.e. company functions, client meetings, etc
- Send daily status reports to Clients with current information on all their shipments.

2. Forwarding / Indent Monitoring:

- Relay information to origin offices relating to pending orders to establish ready date.
- Monitor daily closer to ready date as to ensure cargo collected on ready date.
- The forwarding of a certain amount of client base (amount of clients to be agreed on) will be handled by a Forwarding Assistant.
- All info needs to be cross communicated to this person to ensure delegated work had been executed.
- Manage client administration on an international level i.e. dispatch routing orders.
- Ensure documents are received in full as to enable WNL to process clearance and invoice out (Require origin invoice, applicable bill, suppliers invoice, suppliers packing list, certificates where required).
- Hand over shipment information when all documents received to operations and continue monitoring.

3. Rates:

- Responsible for all rates relating to existing clients, including changes relating to Freight Rates (origin, warehousing and annual clearing rates).
- Rate Proposal updates for existing clients.
- FI updates for existing clients.
- Rate negotiations for existing clients on current shipments to ensure cargo is moved at best possible price with a marginable profit.
- Communicating Sell rates to origin office.
- Communicate buy and sell rates to operations.

4. Management of Key Accounts:

- Regular service calls to existing customers, at least once a month.
- Service call reports within reasonable timeframe.

5. Estimates:

- Quality checks all estimates prior to sending to client. Assist in creating estimates in cases of urgency.

6. Queries:

- Query Resolution and assist all departments as well as client to resolve any query pertaining to a client in your portfolio speedily.

7. Quality Checks:

- Quality check Invoices and documents for clients.
- Ensure clearing instructions or export instructions are completed in full to protect WNL.

8. Client Info:

- Ensure client info is continuously updated in Cargowise

9. Reporting:

- Develop & provide clients according to the Pareto list with monthly /quarterly KPI's.

Knowledge & Experience:

- Matric or equivalent of Senior certification
- High level of Computer literacy
- All modes – Air, Ocean & Road
- Minimum of 5 years experience in Freight Forwarding & Clearing

Skills & Attributes:

- Conceptual, analytical, numeracy
- Query Resolution
- Communication
- Time management
- People Skills
- Ability to work under stress
- Attention to detail
- Exceptional communication skills (written and verbal)
- **Adaptability:** Adjusting effectively to work with new structures, processes and requirements
- **Contributing to team success:** Actively participating as a member of a team to move the team towards completing a goal
- **Customer focus:** Develop and sustain productive internal & external customer relationships
- **Follow up:** Monitoring the results of assignments
- **Communication:** Setting up ongoing procedures to collect and review information needed to manage activities
- **Managing work:** Effectively managing one's time and resources to ensure that work is completed efficiently (includes time management)
- **Stress tolerance:** Maintaining stable performance under pressure or opposition
- **Work standards:** Assuming responsibility and accountability for successful completing assignments or tasks