

## Customer Service Executive

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Company: White Recruitment

Location: United Kingdom

Category: office-and-administrative-support

**Job Title:** Customer Service Executive

**Location:** Wednesbury

**Hours:** Monday – Friday / –

**Salary:** £23,

### The Role

The Customer Service Executive will ensure timely and accurate movement of freight and information, while providing exceptional customer service to internal and external Customers within the Road Freight Department.

### Main Duties and Responsibilities – Customer Service Executive

Weekly completion and sending of KPI Reports.

Ensure shippers commercial invoices have the required customs information.

Monitor weekly PODs outstanding.

Submit clearances with 3rd Party Brokers.

Analysis of new customer and at-risk-customers based on performance.

Maintaining log of customer claims.

Handle customer calls and deal with customer queries.

Track & Trace of inbound shipments.

Informing customer of transit times.

Must apply attention to detail and ensure accuracy of data input at all times.

Provide solutions and initiative and understand customer's need to improve customer experience.

Ensure high customer satisfaction level to retain customers.

Manage daily complaints and ensure timely resolution.

Maintain good and appropriate records on customer management system.

Handle and assist escalated cases until customer is satisfied.

Maintain good relationship with all internal stakeholders to ensure all departments are aligned and updated.

Ensure proper implementation of procedures and policies, new services, products and systems.

Work with all other Road Freight departments to ensure smooth flow of deliveries.

Ensure immediate response for customers to enhance their customer service experience and strengthen the loyalty.

Analyse and resolve the claims and compensation cases.

Ad hoc task may also be required.

### **Requirements**

Organisational and commercial awareness.

Team player.

Flexible and adaptable.

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