

Job Opportunity Posting

Position Available: Export Customer Service Representative
Department: Export Customer Service
Company: Hamburg Süd North America, Inc.
Location: Seattle, WA

Summary:

The OBCS Representatives responsibility is to ensure customers receive the best export services possible. Processes booking requests, and handles customer related inquiries concerning the movement of their cargo.

Essential Job Functions:

1. Be thoroughly knowledgeable about Hamburg Süd North America business, services and processes.
2. Provide assistance to customers with inquiries and resolve any open issues in order to minimize customers' concerns about the transportation of their cargo. Provide customers with complete knowledge of how their cargo will be handled or the status of their cargo (i.e. number of containers, Customs release, quantities, cost, etc.). If any problems exist, find out what problems are occurring, correct them and take preventative action for the future. Communicate with the appropriate groups (Sales, Logistics or Management). Primary focus will be to listen to the customer and to prioritize their needs and requirements. Provide information to the customer on Hamburg Süd North America's services and benefits (i.e. transit times, trade routes, availability dates, handling of hazardous materials, reliability, ease of doing business with our company, etc.).
3. Report missing products to the Key Users so that these can be promptly resolved and allow the customer to make a booking.

4. Receive bookings from customers and enter information (i.e., the vessel, shipping date, list the shipper, forwarder, etc.) into our Globe Booking system accurately and timely. If necessary, re-book/cancel unfulfilled bookings in the system. After receiving the booking, request intermodal transportation accordingly and EDI (Electronic Data Interface) booking to terminal. This task will determine the appropriate vessel space planning and initiate the documentation process.
5. Input hazardous information received from our customer into the booking system and send to Marine Ops hazmat team for approval. Receive approval for all hazardous from the Hazardous Materials Department. Update booking information accordingly. This will ensure Hamburg Süd North America is handling this sensitive cargo according to international regulations.
6. Always confirm the information with the customer to ensure accuracy (i.e., price changes, destination charges, bunker charges, etc.). May handle special accounts. Responsible for maintaining and updating the booking system through EDI to ensure the information is accurate.
7. May perform other duties and responsibilities as requested.
8. Responsible for following all aspects of the Hamburg Süd Quality and Environmental System Management Program (ISO 9001/ISO14001).

EQUAL OPPORTUNITY EMPLOYER M/F/Disability/Veteran