



Customer Service Representative – Air & Ocean, (Montreal, QC)

With over 70,000 employees at some 1,300 locations in over 100 countries, the Kuehne + Nagel Group is one of the world's leading logistics companies. Its strong market position lies in the seafreight, airfreight, contract logistics and overland businesses, with a clear focus on high value-added segments such as IT-based integrated logistics solutions

We aim to identify and deliver service solutions which result in Customer satisfaction. The Sales and Marketing teams provide direction and service support to the Kuehne + Nagel Business Units to enable them to fulfill their strategies.

Job Description

We are currently looking for a customer service representative to join our Montreal team and will work as an onsite implant at one of our pharmaceutical customer's facility based in Boucherville, QC. This person will be the single point of contact for their assigned division.

The Customer Service Representative, Air, Ocean, Customs and Trucking will understand and translate the needs of Kuehne + Nagel's Customer to plan, organize, co-ordinate, arrange and monitor the transportation and movement of goods to exceed Customer expectations, thereby developing and enhancing a long-lasting, profitable and rewarding business partnership between both organizations.

Responsibilities

- Work as a local KN implant at a customer facility;
- Act as single point of contact for assigned division;
- Support Customer's Logistics Department;
- Plan, organize, co-ordinate, arrange and monitor the transportation and movement of goods;
- Follow operations policies, procedures and standards, and ensure compliance with CIFFA regulations;
- Coordinate shipments for import/export/domestic;
- Determine appropriate mode of transport based on time, temperature requirements and specifications of the customer / supplier;
- Maintain good business relationships with carriers, brokers, internal customers;
- Evaluate and propose alternatives when there are changes that affect the delivery timelines
- Monitoring and updating of shipment status; tracking and tracing;
- Provide proactive response to service issues;
- Gathering of claim documents and facts if claim is involved;
- Cost requests;
- Coordinate/complete documentation within norms of regulations;
- Product classification, where applicable;
- Track & trace;
- Ensure company policies are respected at the transport/customs level.



Qualifications

- University degree in Business, Logistics or relative work experience
- 2-3 years' experience in transportation industry required
- Bilingual in English and French is required
- Strong communication and relationship building skills
- Strong computer skills, including proficiency with Microsoft Office Suite
- SAP knowledge is an asset

Interested applicants can apply on below link:

<https://external.kuehne-nagel.careers/details/req23523>

We offer competitive compensation, a comprehensive benefits package, employee discounts, tuition reimbursement, excellent training programs and a highly dynamic and global work environment.

At this time we are considering only local candidates who are able to work without employer sponsorship.

No agencies or phone calls, please. Only those candidates whose experience best meets our requirements will be contacted.

Kuehne + Nagel Ltd. is an Equal Opportunity Employer.