



## **Export Account Manager**

### **Ray-Mont Logistics Canada – Montreal, QC**

Position: Export Account Manager

Division: Execution

Job Type: Full-time

#### **Company Description**

Ray-Mont Logistics is a dynamic organization focused on becoming the essential link in the international business logistics supply chain. We provide various operational logistics services such as loading, transportation and storage of surplus products.

Ray-Mont Logistics is currently seeking a permanent full time Export Account Manager to join its vibrant team. As a professional team member of Ray-Mont Logistics the main responsibilities of the AM consists of the following

#### **General Tasks**

- 1- Assist and help their own and other departmental co-workers.
- 2- Keeps and maintains their workstation neat.
- 3- Shares and communicates information that relates to the overall mission of the company.
- 4- Offers their time and demonstrates good time management overall.
- 5- Promotes and preserves the reputation of the company externally.

#### **Specific Tasks**

- 1- Manage customer needs & inquiries in a timely & efficient manner
- 2- Ensure thorough knowledge of the customer's key markets and overall business
- 3- Ensure all cargo inbound to RLM or RLV, has proper Terminal Authorization prior to arrival
- 4- Create accurate and detailed transloading instructions with Zeus for RLV & RLM & RLPR to follow
- 5- Maintain harmonious working relationship with Ocean Carriers, RLM & RLV & RLPR
- 6- Produce all necessary reports, both internally & externally as required
- 7- Perform all follow-ups with the designated ETC on the necessary documentation requested by the customer and ensure timelines are met
- 8- Maintain an accurate account & understanding of the customers contractual requirements for their orders, an escalate to the appropriate parties when assistance is needed
- 9- Ensure development of relationships with customers & carriers within the RLI mandate
- 10- Working cohesively with the Commercial Group on a day to day basis

In addition to the above, Ray-Mont Logistics employees have the benefit of:

- Competitive salary that can be increased in light of the experience and performance
- A full group insurance coverage plan, supported by the employer's contribution;
- A RRSP program, supported by the employer's contribution