

Turkey Jobs Expertini®

Customer Service Executive - Freight (IST)

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Company: MINDFREE Consulting | Insurance Talent Hub

Location: İstanbul

Category: other-general

Our client is a global distribution company that offers Express Deliveries, eCommerce Solutions, 3PL Warehousing & eCommerce Fulfillment, and Freight & Logistics Services.

We are looking for a Full-Time Customer Service Executive (Freight) to join their team in Istanbul, Turkey.

Job Responsibilities:

Control import and export shipping orders received from clients or opened by Customer Service.

Front Line: sea freight, airfreight & Land freight.

Open shipping orders / insert Request for Quotations.

Get rates, negotiate, and follow up on quotations given from agents.

Follow up on clients daily orders with the operations department and agent.

Submit offers to clients and file them appropriately. Amend & renew contracts/ offers after approval of the customer service manager.

Solve clients problems and answer their inquiries according to company policy.

Handle any pickup request or delivery order in accordance with the client requirements.

Ensure that cargo deliveries are made according to client credit agreements and payment terms.

Prepare the invoicing of client operations and submit it to the Direct Manager.

Increase sales leads & proper circulation in the sales department on software.

Coordinate with sales team and CRM about clients problems requests to secure best response for those issues.

Comply with all company policies, work procedures, instructions, and directives for the fulfillment of company objectives.

Job Requirements:

University graduate or equivalent.

0-2 years work experience, preferably in the field of Customer Service.

Good verbal and written English skills.

Proficiency in MS Office Word, Excel, and Outlook.

Eligibility to work in Turkey.

If you think you are the right person for this job opportunity, please send us your CV!

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