

Position: Customer Service Executive

Location: Turbhe, Navi Mumbai

Experience: 2+ Years in Logistics / Transportation Industry

Education: Any Graduate

Roles and Responsibilities

- Coordination with customers & vendors
- Prepare MIS for corporate customers
- POD follow up and Billing update.
- Coordination with sales team for Pickup and Delivery records.
- Prepare invoice and sending bills to the customers.
- Preparing MIS report on daily basis and sending the same to the Managers.
- Coordinating with sales team for Work order.
- Coordinating with sales team for invoicing details and other charges and assist same
- Coordinating with operations team for vehicle reaching on time.
- Tracking and monitoring the shipment allocated and give timely updates to customer.
- Assist customer with a proper update and keep them updated in any emergencies.
- Tactfully handle situations and provide a good service to all our customers.
- Timely details to operations team about the shipment with proper unloading , loading details with contact number.
- To fulfill vehicle requirements for clients by asking planning department and informed same to customer.
- Managing all customer related queries during shipment buy coordinating with Operations, Sales, billing, and customer.
- Be proactive in responding to emails, phone calls, and messages.
- To fulfill all customers' requirements with a prompt service.