

TRANSO IS LOOKING FOR

IMPORT-OPERATIONS CUSTOMER SERVICE

Location: Washington, DC

JOB DESCRIPTION :

This is a full time position, for local residents only (work visa / sponsorship is not available). This is an entry level position (working experience is preferred).

RESPONSABILITIES INCLUDE :

- To directly manage our clients' shipments, specifically through :
 - Receiving, reviewing and confirming receipt of the client's orders
 - Providing advice to our clients how to ship the orders (the most cost effective and fastest way)
 - Selecting service providers based on rate agreements signed between TRANSO and Carriers
 - Providing the Sales Force with rate sheets and/or sending rate proposals to clients
 - Reviewing booking information to ensure compliance with shipping instructions
 - Reviewing documentation
 - Following up on shipments to ensure proper release at the destination port
 - Following up on door deliveries
 - Confirming charges to overseas offices and reviewing their invoices
- To maintain and update daily operations overview with the main events of the shipments
- To provide assistance to our clients on the company's online Track & Trace system
- To keep the sales force informed of any issues that may arise
- To process insurance claims through (i) advising the client on different mandatory steps to ensure a quick and satisfactory reimbursement (ii) notify in a timely fashion all parties of the object of the claim and collect necessary information and documents for processing (iii) liaising with headquarters' claims department.

SALARY : To be discussed

IF INTERESTED, please submit your resume to contact@transowine.com

COMPANY PROFILE :

International Freight Forwarding company specialized in the shipment of Wine & Spirits. Our company is seeking a dynamic individual for our Operations & Customer Service department.

JOB REQUIREMENTS :

- Very strong written and verbal communication skills, particularly in interacting with our clients
- Proactive and dynamic personality, openness to working with a diverse group of clients.
- Well-organized individual with strong attention to detail
- Computer proficiency – Word, Excel, Outlook
- English proficiency (reading, writing & speaking) French and/or Spanish as a plus