

Luxembourg Jobs Expertini®

Customer Service Representative

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Company: CLdN

Location: Luxemburg City

Category: office-and-administrative-support

Customer Service Representative

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CLdN is a leading provider of integrated quay-to-quay and door-to-door logistics solutions. Founded in 1928, CLdN ensures reliable, cost-effective transport that links the major economic areas of Europe. With 30 ships and more than 200 sailings a week, CLdN provides shortsea roll-on / roll-off (ro-ro) connections between the European continent, the United Kingdom, Ireland, Iberia and Scandinavia and offers the lowest CO2 footprint of all Western European RoRo operators. CLdN's cargo and multimodal services have a Europe-wide reach using CLdN's extensive network of ships, terminals and equipment. CLdN's 3,000 employees ensure that it fulfills its mission: to excel as an integrated provider of maritime links.

Are you driven, do you have a passion for transport and logistics and are you looking for a new challenge in which you get energy from dealing with clients and organising transport solutions?

Then CLdN might be a good fit for you!

We set up a **new department** in Luxembourg to assist our operations in the **retail market**.

CLdN CARGO is therefore looking for an **enthusiastic**

Customer Service Representative (English, Portuguese and Spanish).

After an **intensive in-house training** process, you will work in an **autonomous** way on the daily planning, organisation and smooth follow up of the end-to-end transport combinations. You

are responsible for the management of the transport orders whilst respecting our clients' needs and ensuring the company's and operational and legal requirements.

Within this **multitasking** position, you will be responsible for the following tasks:

Deal with all aspects of customer service;

Follow up of complaints: propose solutions and react proactively;

Work in close collaboration with management in order to optimize the transport solutions;

Manage various administrative tasks;

Ad hoc projects.

Create the transport order and make sure that transit time and the delivery dates are met;

Follow up of orders, costs, deadlines and keep clients updated on a constant basis;

Trouble shooting: handle problems that may occur and resolve operational issues;

Ensure a smooth planning of the cargo;

Your profile

You are fluent in **English and preferably also a very good level of Portuguese/and or Spanish;**

A first experience in the logistic/transport sector would be considered as an advantage;

You have good IT skills, including Excel and Outlook;

You are client oriented and have strong communication skills;

You have excellent organisational skills, including ability to prioritise and manage workload in an autonomous way;

You are positive, motivated and a good team player;

You are a pro-active problem solver and stress resistant;

You are willing to work within a flexible time schedule 07:30 and 19:00 for your team.

Our offer

A stimulating working environment with positive and committed co-workers;

A can-do attitude working environment and quick decision making allowing you to develop your career within our group;

An intensive and dynamic training program in order to develop your logistical skills.

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