

Customer Care Specialist

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Company: KUEHNE + NAGEL

Location: Pakistan

Category: office-and-administrative-support

You will be joining our Customer Care Team to add your leadership expertise and skills to the delivery of Customer Excellence.

Your Role

WHAT WILL YOU BE DOING ON A DAILY BASIS? You will be leading, directing and optimizing the local customer care team to continuously provide customer excellence and sustainable growth across your scope of responsibility

Your Responsibilities

You will support customers by providing helpful information, answering questions, + responding to complaints.

Utilizing your strong forwarding + market knowledge, you will provide front line support for customers to ensure customer satisfaction with our products, services + features.

To drive customer engagement, satisfaction, retention + reactivation in close cooperation with Field Sales and the Operational Care Center (OCC).

To establish + strengthen operational relation to customer contact(s) through daily interactions, regular care visits + pro-actively advising + consulting to ensure customer satisfaction.

To qualify customer inquiries + provide quotations within the given price band, in line with the guiding leeway in decision-making, then following up to ensure quotations are accepted + closed.

To support customer onboarding in line with working instructions, ensuring inclusion + transfer of customer requirements into the KN systems alongside the (initial) customer order.

To qualify + enter customer orders into the operational execution process.

To collaborate with Finance to adjust credit limits based on daily business development + coordinate measures in case of challenges.

To document, resolve, analyze all complaints + then identify, share + eliminate root causes.

To create, review + refine customer reports.

To ensure delivery against all financial targets + strategic objectives.

Your Skills and Experiences

WHAT WILL IT BE LIKE TO WORK IN THE CUSTOMER CARE CENTER?

Your day begins with reviewing shipment status details + new customer orders for completeness.

You will then work with our operational care teams and/or other overseas offices to ensure all operational delivery tasks are achieved as per the customer promise.

Every day will be different but will always focus on the customer. During your day you will interact regularly with your customers via different media to solve challenges, give advice while offering rates + options for future bookings.

You will often attend meetings with your colleagues to discuss our customer promise key performance measurements + brainstorm about options for improvements. Your analysis of your own customer portfolio against these measurements will be a critical input to each of these discussions.

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