

Customer Experience Partner

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Company: Damco Spain SL

Location: , , Pakistan

Category: other-general

Customer Experience includes roles that provide services to customers once they are onboarded in the Maersk environment. Activities may include the following (but are not limited to):

- Customer channel management
- Case Management
- Customer onboarding and relationship management
- Contract and dispute management
- and more.

Professional stream includes those who are individual contributors with main emphasis on applying technical/discipline knowledge rather than managing people to achieve results – although coaching/mentoring less experienced staff, informal supervisory responsibilities, or overseeing work of other lower level professionals or manage processes and program are common.

Individual work ranges from setting objectives and delivering on own work responsibilities to being a leading expert within a given field and influencing long term tactical decisions of the organization.

Progression within this stream reflects increasing depth of professional knowledge, project management capability, and the ability to influence others.

A colleague at this level works independently within defined boundaries and guidelines in a specific area but will need supervision and support on more complex tasks. Knowledge is required for the application of practical methods and techniques, work procedures and processes.

Solutioning is through a choice between known alternatives, within the area of expertise and the leader will evaluate the appropriateness and effectiveness of the solution.

The job requires previous work experience in a related area, or practical knowledge obtained via advanced education.

Leaders at this level manage employees day-to-day and set priorities to ensure task completion. Maersk is committed to a diverse and inclusive workplace, and we embrace different styles of thinking. Maersk is an equal opportunities employer and welcomes applicants without regard to race, colour, gender, sex, age, religion, creed, national origin, ancestry, citizenship, marital status, sexual orientation, physical or mental disability, medical condition, pregnancy or parental leave, veteran status, gender identity, genetic information, or any other characteristic protected by applicable law. We will consider qualified applicants with criminal histories in a manner consistent with all legal requirements. We are happy to support your need for any adjustments during the application and hiring process. If you need special assistance or an accommodation to use our website, apply for a position, or to perform a job, please contact us by emailing accommodationrequests@maersk.com.

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