

Customer Experience Team Lead - KC / Runway CX

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Company: Damco Spain SL

Location: , , Pakistan

Category: other-general

This position is responsible to deliver on the Lead Logistics Strategy around the assigned Client Portfolio, in the Pakistan Area. Key Responsibilities: Ensure service delivery as per agreed framework with Clients Coordinate with internal stakeholders to ensure operational excellence and quality execution Work closely with Program Management Focals, Clients and Vendors to understand customer pain points, plan and execute actions around them Fostering a team culture which supports our Vision and strategy and driving team accountability Utilizing CX communication channels and being responsible for key messaging, updates and driving focus on knowledge management, engagement, and development of team members Full ownership of client performance and business results Required Experience & Skills: 3+ years' experience in Lead Logistics High level of understanding of business, product, and interaction between CX and other commercial functions Curiosity to understand customer needs, global trade, local and international market landscape, and how these interact. Strong written and verbal communication skills Passion for coaching teams and the development of capabilities to support improved business results Change management skills with strong customer centricity Collaboration and stakeholder management skills with the ability to operate and lead under pressure Strong operational and business understanding 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

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