

# 优特埃国际物流（中国）有限公司

## Client Service Specialist （Intern）

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### **JOB RESPONSIBILITIES**

Provides direct customer service, including providing spot quotes, taking bookings, tracking shipments, investigating billing issues, reporting service metrics, troubleshooting, and problem solving for specified client(s). Works with UTi operations around the world, the clients and sales team members to maintain customer satisfaction and manage scope of service. This position reports to the Manager, Client Service.

### **PRINCIPAL ACTIVITIES**

Becomes familiar with assigned clients, including key contacts, unique requirements and operating processes  
Facilitates requests for spot quotes, presents quotes to clients for approval and advises operations and FFSC of accepted quotes  
Captures booking/pick-up detail and instructs operating branches that shipments are awaiting processing  
Provides immediate response to special service needs, including priority shipments, oversize items, large distributions, high value and time sensitive deliveries  
Monitors shipments and provides updates to clients as requested  
Investigates billing issues and develops solutions for problems to ensure accurate invoices are provided to the client in a timely manner  
Monitors service and service metrics, including EDI transmissions, and investigates service issues proactively, working with the appropriate teams to implement solutions and communicate them to the client  
Completes regularly scheduled reports  
Enters data into client operating or visibility systems

### **PREFERRED EXPERIENCE AND EDUCATION**

Experience as a Freight Forwarding operator  
Experience in a role involving extensive customer contact  
Colleague diploma (or equivalent education)  
English language fluency

### **REQUIRED TECHNICAL KNOWLEDGE AND SKILLS**

Basic understanding of the Supply Chain Management and Logistics industry  
Understanding of the full range of Freight Forwarding services, including order management, movement scheduling, customs brokerage, monitor and control services, cost optimization, and various industry specific requirements  
Advanced skills in using Microsoft Excel (preferred)  
Basic/Intermediate skills in Microsoft Outlook, Word, and PowerPoint

## **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

Customer Service (Does what it takes to meet or exceed (internal or external) customer expectations. Responds appropriately to customer needs or requests.)

Interacting with Others (Is friendly and open when working with others. Presents an approachable style. Establishes open and trusting relationships and treats all individuals fairly and with respect.)

Maintaining Composure (Stays calm and composed in a stressful situation. Is able to keep a positive manner both in words and in actions.)

Speaking to Others (Speaks clearly and in a manner that is easily understood by others. Uses correct grammar and word usage.)

Being Resourceful (Is willing and able to quickly handle problems or issues as they arise. Works to get the help or resources needed.)

Multitasking (Is able to quickly and smoothly shift back and forth between two or more activities or sources of information, or to perform multiple activities at the same time.)

Focusing on Details (Is willing and able to attend to the details of key job tasks. Applies this focus when working with products, equipment, schedules, or resources on the job.)

Being Dependable (Shows up at work on time and with no unexcused absences. Gives enough notice if going to be late or absent. Can be counted on to complete work tasks or projects as assigned.)

**This is an internship position.**

**University student which will graduate in 2015 is preferred.**

**The excellent students will have the opportunity of working**

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