

	<h1 style="text-align: center;">Customer Experience Specialist</h1> <h2 style="text-align: center;">Job Description</h2>		Document Number: JD-CXD-02.03
	Department: Customer Experience	Effective Date: January 19, 2022	Revision No 1

I Reason for Existence

Under the close supervision of the Customer Success Advisor, serves a linkage between the company and our customers. A Customer Experience Specialist is the primary point of contact for customers and managing correspondence via phone, email, social media and other avenues. The person is responsible in contributing valuable insights to help teams across the enterprise enhance the customer experience by providing customized supply chain solutions.

II Duties and Responsibilities

1. Assist in generating more sales/revenue through telemarketing and booking solicitation by calling customers every day and joint sales call.
2. Handle customer inquiries received through phone, email and other platforms. Resolve complaints in a timely fashion. Tracking and analyzing customer encounters to identify errors, inconsistencies and possible areas of improvement.
3. Manage and monitor customer transactions by regularly providing updated cargo status through email and other platforms.
4. Communicate and coordinate with branches/agents and other internal stakeholders the day-to-day shipment requirements and other related services to identify gaps and opportunities, making sure that customer's needs are met.
5. Prepare and submit freight rate proposal based on current published rate through email and/or other platforms to walk-in customers for possible business opportunity.
6. Perform any other function as assigned by his/her immediate leader.

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III Minimum Qualifications

1. Graduate of any 4-year course
2. Proficient in both oral and written communication
3. Computer literate, knowledgeable in MS Office tools
4. Good Interpersonal skills
5. Proficient in problem solving and multi-tasking.

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