

	<h1 style="text-align: center;">Customer Experience Specialist</h1> <h2 style="text-align: center;">Job Description</h2>		Document Number: JD-CXD-02.07
	Department: Global - Customer Experience	Effective Date: July 21, 2022	Revision No 1

I Reason for Existence

Under the close supervision of the Customer Success Advisor, a Customer Experience Specialist serves as a linkage between the company and customers. They are the first point of contact for customers. The person is responsible in enhancing and maintaining relationship with customers by providing customized supply chain solution.

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 telephone and / or mail and resolve customer complaints and respond promptly.
3. Manage and monitor customer transactions by regularly providing updated cargo status through email and weekly shipment monitoring report every Friday.
4. Communicate and coordinate with other departments and Agents, the day-to-day shipment requirements and other related services to ensure that customer's needs are met.
5. Prepare and submit sales proposal through fax or email for possible business opportunity.
6. Receive and handle issues and concerns from customers by providing timely response and closely coordinating with other departments to provide quick and sound action plan/s to resolve and address customer complaints.
7. Perform any other function as assigned by his/ her immediate leader.

III Minimum Qualifications

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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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